POSITION DESCRIPTION

Senior Administrative Officer

Position Level | 5/6 (Broadbanded)
Faculty/Division | UNSW Canberra (ADFA)
Position Number | 00061515
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Position Summary

Financial Services at UNSW Canberra manages all aspects of financial services and financial processing for UNSW Canberra. This includes, but is not limited to, budgeting, reporting, procurement, travel and expense management, billing, and accounts receivable.

The Finance work environment is dynamic and collaborative with a strong focus on delivering service quality. Excellence in performance and behaviour is recognised and highly valued. Finance is dedicated to building a positive and constructive culture and workforce strategy with real emphasis on career development. We are also committed to making it easier for stakeholders to access services and the information they need and reduce the time they spend on finance activities.

As a member of the Financial Services team the Senior Finance Officer will contribute to team initiatives and promote productive working relationships with Faculty and University colleagues, visitors, and students.

The role of Senior Finance Officer reports to the Finance Business Partner and has 3 direct reports.
Accountabilities

Specific accountabilities for this role include:

At Level 5

- Perform a range of operational duties including credit card and expense reimbursement, travel and booking support, purchase order preparation and monitoring, and exception reporting, to support stakeholders and ensure financial needs are addressed in accordance with Finance and University requirements.
- Work autonomously in responding to stakeholder queries to ensure advice on financial needs as well as compliance with finance policies and procedures is delivered in line with best practice customer service.
- Possess an in-depth understanding of how all operational duties performed are connected with the activities of stakeholders, broader Finance and the University to ensure operational processes are carried out smoothly from end to end.
- Build and maintain strong working customer centric relationships with stakeholders to ensure finance needs are understood and expectations are both managed and met.
- Support team members and provide assistance when required to ensure timelines, deadlines and stakeholder expectations are met and high quality financial services are delivered.
- Comply with all University policies and procedures.
- Align with and actively demonstrate the UNSW Values in Action: Our Behaviours and the UNSW Code of Conduct.
- Cooperate with all health and safety policies and procedures of the university and take all reasonable care to ensure that your actions or omissions do not impact on the health & safety of yourself or others.

At Level 6 – in addition to Level 5 above

- Oversee team operations, (including, but not limited to, credit card and expense reimbursement, travel and booking support, purchase order preparation and monitoring, and selected billing services), to support stakeholders and ensure financial needs are addressed in accordance with Finance and University requirements.
- Support team members by performing the same operational duties to ensure timelines, deadlines and stakeholder expectations are met and high quality financial services are delivered.
- Respond to stakeholder queries to ensure advice on financial needs as well as compliance with finance policies and procedures is delivered in line with best practice customer service.
- Monitor team operations including the accuracy of data entry and processing times, to ensure customer service provided is high quality and aligned with stakeholder expectations and best practice.
- Monitor and review operational procedures and processing times to proactively identify opportunities to improve processes to ensure customer service is always aligned with best practice and the needs of stakeholders.
- Provide administrative back-up support to Professional Education short courses.
- Lead and mentor Financial Services team members to continuously develop capability, optimise staff engagement, motivation and productivity and maintain a customer-centric service culture.
- Foster a culture of open communication with Financial Services team members to ensure team members are across all issues, task allocation is equitable and any issues are raised and managed as they occur.
Skills and Experience

At level 5

- Education Requirements
  - Completion of a degree without subsequent relevant work experience as a graduate upon appointment, OR
  - Completion of an associate diploma with a range of experience including at least 2 years subsequent relevant work experience, OR
  - An equivalent level of knowledge gained through any other combination of education, training and/or experience.

- High level of initiative and process thinking to ensure continuous improvement of processes.
- Ability to persuade and negotiate with a wide range of internal and external Stakeholders in a high-volume environment and work collaboratively in a team environment.
- Demonstrated lateral thinking, planning, and organisation skills with a good understanding of end to end processes.
- Knowledge of health and safety responsibilities and commitment to attending relevant health and safety training.

At Level 6

In addition to Level 5 skills and experience:

- Proven ability to manage and motivate staff to allow staff to maximise their full potential. Proven ability to coordinate the functions of a team, to ensure the effective prioritisation and distribution of work.
- Experience in the use of initiative and process thinking to ensure continuous improvement of processes.
- Strong communication, interpersonal, and stakeholder management skills to inform, persuade and negotiate with a wide range of internal and external stakeholders in a high-volume environment, to meet organisational expectations and work collaboratively in a team environment.
- Demonstrated IT literacy comprising extensive experience with a knowledge of relevant programs (e.g. PeopleSoft), as well as Microsoft Excel.

Progression criteria

Progression to a higher level within a broadbanded position is not automatic and requires support of the supervisor and approval by Senior Management.

The following is required before progression can be approved:

- The incumbent will be expected to have reached the top step of Level 5 prior to progression to Level 6; and
- The incumbent will be expected to have been at the top step of Level 5 for 12 months prior to progression to Level 6.
- Criteria for progression to Level 6 will be based on satisfactory performance of all responsibilities and behaviours at Level 5, and a demonstrated capacity and ability to take on the responsibilities and the behaviours of the position at Level 6; and
- Work at Level 6 is available and required by the work unit on an ongoing basis.
Pre-employment checks required for this position

- Verification of qualifications
- Criminal History Check
- Identification Check

About this document

This Position Description outlines the objectives, desired outcomes, key responsibilities, accountabilities, required skills, experience and desired behaviours required to successfully perform the role.

This template is not intended to limit the scope or accountabilities of the position. Characteristics of the position may be altered in accordance with the changing requirements of the role.