





## POSITION DESCRIPTION

### Finance Administration Officer

#### Position Purpose

These roles are the primary support function to the Finance Admin Team Leader. They will have responsibility for managing the financial administrative processes related to all customer accounts.

<b>Division:</b>	Shared Services & CFO	<b>Reports to</b>	Finance Customer Service Manager
		<b>Direct Reports::</b>	None
<b>Internal Relationships:</b>	All Scope Staff	<b>External Relationships</b>	Participants, families, financial intermediaries and external funding bodies
<b>Delegation of Authority</b>	N/A	<b>Category</b>	Administration
<b>Employment Contract</b>	Permanent	<b>Award</b>	Above Award

<b>Scope's Mission</b>	Scope's mission is to enable each person we support to live as an empowered and equal citizen.
<b>Scope's Vision</b>	<p>Scope will inspire and lead change to deliver best practice. We will:</p> <ul style="list-style-type: none"> <li>• support and listen to each person and their family.</li> <li>• provide leadership to influence strategy and policy.</li> <li>• deliver person driven, flexible &amp; responsive services to build a sustainable future.</li> <li>• build on our foundation for success through our expertise in service delivery, workforce development, quality improvement and research.</li> </ul> <p>We will deliver better outcomes.</p>
<b>Scope Approach</b>	<div style="display: flex; justify-content: space-around; align-items: flex-start;"> <div style="text-align: center;">  <p><b>see the person do it together</b></p> <p>.....</p> <p>We listen to understand. We see the potential. We recognise how you do things and what you achieve. We take personal responsibility. We build excellent relationships with our clients and customers. We understand the balance between risks and rights.</p> </div> <div style="text-align: center;">  <p><b>do it right</b></p> <p>.....</p> <p>We lead in line with The Scope Approach. We work together to achieve shared goals. We build sustainable and ethical partnerships. We support each other. We communicate early and honestly. We share responsibility for safety.</p> </div> <div style="text-align: center;">  <p><b>do it better</b></p> <p>.....</p> <p>We use systems and processes in our work. We deliver quality outcomes safely and on time. We understand risks and opportunities. We are a financially sustainable organisation. We own the consequences of our actions. We take pride in the delivery of our mission.</p> </div> <div style="text-align: center;">  <p><b>do it better</b></p> <p>.....</p> <p>We develop creative solutions. We review and continually improve. We understand what is working and what is not. We seek and respond to feedback. We build capacity in all that we do. We are a leader in safety.</p> </div> </div>

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Key Function	Key Accountabilities, Responsibilities & Deliverables
<b>Service Delivery</b>	<p><u>Participant Plans &amp; Agreements</u></p> <ul style="list-style-type: none"> <li>Responsible for managing the Supported Independent Living (SIL) contract process, including;</li> <li>Create Creating &amp; maintaining Supported Independent Living contracts portfolio.</li> <li>Entering manual records to record ad hoc services</li> <li>On a regular basis follow up with service lines for manual records and ensure data recorded for billing.</li> <li>Regular quality compliance check of SIL, and making adjustments as required. including ensuring funds are adequate and contracts have not expired</li> <li>Access the NDIS portal to check NDIS plan dates and funding utilisation and update accordingly</li> <li>Responsible for maintaining data accuracy and records in the management information systems</li> <li>Responsible for meeting agreed benchmarks around service response times</li> </ul> <p><u>General Administrative Responsibilities</u></p> <ul style="list-style-type: none"> <li>Provide support/guidance and backup to other Administrative functions as required</li> </ul> <p><u>Compliance</u></p> <ul style="list-style-type: none"> <li>Comply with Scope Policies and Procedures as applicable to your role</li> <li>Remain compliant with all mandatory training, and participate in meetings as requested</li> </ul>
<b>Financial</b>	<p><u>Billing and Accounts Receivable</u></p> <ul style="list-style-type: none"> <li>Generate reports periodically to Review billing data for completeness and accuracy, liaise with Service Co-Ordinators to resolve if any issues/errors</li> <li>Enter manual billing entries as required</li> <li>Liaise with Accounts Receivable (AR) team for timely billing of services and update records in a timely manner.</li> <li>Provide support and assistance to AR with debt collection matters</li> <li>Responsible for managing and actioning service issues within agreed benchmarks</li> <li>Responsible for creating Credit notes and making necessary adjustments in service delivery systems as required.</li> </ul> <p><u>Purchase Orders</u></p> <ul style="list-style-type: none"> <li>Responsible for creating and following up on Purchase orders requests</li> </ul>
<b>Other</b>	<ul style="list-style-type: none"> <li>You may be asked to undertake a range of other tasks and activities which are consistent with skills and experience.</li> </ul>
<b>Workplace Health &amp; Safety</b>	<ul style="list-style-type: none"> <li>Comply with Scope legal requirements and strive for best practice in the provision of a safe workplace for all.</li> <li>Ensure your behaviour does not discriminate, bully or harass.</li> <li>Participate in meetings, training and other OH&amp;S activities as required</li> </ul>
<b>Team Support</b>	<ul style="list-style-type: none"> <li>Responsible for constructively and positively working alongside other people.</li> </ul>

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<b>SELECTION CRITERIA</b> <b>Finance Administration Officer</b>	
<b>Skills, Knowledge, experience, qualifications and training</b>	<ul style="list-style-type: none"> <li>• Extensive bookkeeping experience</li> <li>• Diploma Accounting highly regarded</li> <li>• Administrative Experience with client records, service requests and administrative tasks</li> <li>• Customer Service Experience.</li> <li>• Experience in the disability sector is advantageous. NDIA knowledge</li> <li>•</li> </ul>
<b>Technical Competencies</b>	<ul style="list-style-type: none"> <li>• Data analysis &amp; entry skills</li> <li>• Customer enquiry skills</li> <li>• Ability to work independently as well as collaboratively with others within a busy environment</li> </ul>
<b>Behavioural Competencies</b>	<ul style="list-style-type: none"> <li>• Attention to detail</li> <li>• Strong Time Management skills</li> <li>• Positive attitude and willingness to learn and contribute.</li> <li>• Ability to interact and communicate with a wide range of customers from diverse backgrounds</li> <li>• Creative problem solving skills &amp; ability to quickly adapt to various situations.</li> <li>• Ability to assume responsibility and be self-directed and operate independently</li> <li>• Resilience &amp; professional approach</li> </ul>
<b>Licenses &amp; Accreditations</b>	<ul style="list-style-type: none"> <li>• Working with Children's check</li> <li>• NDIS Clearance within the last five years</li> <li>• COVID 19 Vaccinated</li> <li>• Must satisfy all visa requirements for working in Australia.</li> <li>• Driver's license (for roles where required for service delivery)</li> </ul>

### Authorisation:

This Position Description has been reviewed and approved by the General Manager Shared Services & CFO and is effective from November 2021

People & Culture Authorisation

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Job Evaluation Completed: \_\_\_\_\_ Position Created: \_\_\_\_\_

Organisation Hierarchy Amended: \_\_\_\_\_