**JOB DESCRIPTION**

Revenue & Receivables Manager

# **ABOUT UNITING**

**Our purpose:** To inspire people, enliven communities and confront injustice.

**Our values:** As an organisation we are **Imaginative, Respectful, Compassionate** and **Bold**.

At Uniting, we believe in taking real steps to make the world a better place. We work to inspire people, enliven communities and confront injustice. Our focus is always on the people we serve, no matter where they are at in their life.

Our services are in the areas of aged care, disability, mental health, child and family, community services, and chaplaincy and we get involved in social justice and advocacy issues that impact the people we serve. As an organisation we celebrate diversity and welcome all people regardless of disability, lifestyle choices, ethnicity, faith, sexual orientation or gender identity. We commit to respecting children and take action to keep them safe.

Uniting is the services and advocacy arm of the Uniting Church NSW & ACT and as such Uniting leaders understand, support and can express the mission and purpose of the Uniting Church.

# **ABOUT THE ROLE**

**Role Purpose**

This role is responsible for the leadership of the Revenue and Receivables team. This role will manage this teams’ deliverables, including accurate accounting for all Accounts Receivable related transactions, accurate billing for all clients and government claims, and preparation of reports for Management & Prudential compliance. This role will also manage and act as a Subject Matter expert for all system related issues impacting the team for both BAU and project activities.

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# ROLE KEY ACCOUNTABILITIES

* Provide consistent and visible leadership in WH&S behaviours and actions within the team and department and ensure there is a safe working environment, and that staff are properly trained to be able to work in a safe manner.
* Work closely with the Finance Process Excellence Manager to translate business and strategic objectives into targets, tactical plans and action steps which team members can effectively implement.
* Take responsibility for ensuring that team members have the necessary resources and capability to deliver high quality work. Regularly assesses team member performance, sets objectives and establishes active development plans.
* Understand industry trends and commercial implications and demonstrates knowledge of the impact department advice has on the other Directorates in Uniting.
* Contribute to the development and evaluation of changes and improvements to the services provided by the team and ensure that changes support the viability of Uniting.
* Confidently establish and maintain a safe and supportive working environment that is inclusive of all staff through celebrating their nationality, cultural background, LGBTI status, abilities, gender and age.

As the Revenue and Receivables Manager, your role specifically will:

* Effectively lead the Revenue and Receivables team
* Actively participate in projects and act as Subject Matter expert for all impacted Revenue and Receivables processes and systems on these projects
* Manage BAU system issues, including any system developments, and liaise with IT on any issues or changes that will impact on the team
* Identify and drive process efficiencies and system improvement opportunities
* Ensure all monthly accounting & reconciliation journals are complete and accurate in accordance with Aged Care rules and regulations and review these regularly with the respective Team Leads.
* Manage and assist with team’s month end activities and deliverables in line with our policies and procedures, ensuring all related internal controls are maintained
* Ensure all monthly Balance sheet and P&L reconciliations for allocated accounts are completed and accurate in line with month end timelines
* Manage business stakeholders on BAU activities and seek support from Revenue and Receivables Manager where escalation is required
* Review Month End reports and distribute to other Finance & Business teams
* Provide accurate and timely data required for all Regulatory Reporting including Prudential, Stuart Brown, QFR reporting.

**Your directorate:**  Finance

**You’ll report to:** Revenue & Receivables Manager

# YOUR KEY CAPABILITIES

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| Capability area | Description | Key behaviours |
| Lead the movement | Inspires others through our shared purpose and by living our values. | 1. Lives our values 2. Creates meaning and purpose 3. Inspires others |
| Encourage the heart | Creates a workplace where all people can flourish. | 1. Champions wellbeing 2. Builds trust 3. Empowers others |
| Foster a growth mindset | Creates a culture of curiosity and learning, where it is safe to try new things. | 1. Grows through setbacks 2. Builds a feedback friendly culture 3. Values diverse perspectives |
| Eyes up | Supports an innovative organisation that partners with others. | 1. Sees the broader system 2. Nurtures innovation 3. Works inclusively |
| Responsible stewardship | Make decisions to prioritise and invest resources to achieve our Uniting strategy and manage risk. | 1. Manage resources effectively 2. Manage risk 3. Financial planning and performance |
| Operational planning and delivery | Aligns team efforts to ensure quality outcomes. | 1. Plan and prioritise work 2. Manage change 3. Deliver outcomes |
| People management | Engages and grows our people to deliver on our strategy. | 1. Manage performance 2. Enables development 3. Build team connectedness |
| Practice leadership | Strengthens the quality and sustainability of the services we provide. | 1. Practice continuous improvement 2. Manage compliance 3. Create value for customers and clients |

# YOUR QUALIFICATIONS & EXPERIENCE

**Qualifications:**

CA or CPA qualified preferred. Bachelor qualification in a relevant field or equivalent experience a must.

**Skills and Experience:**

This is a management role, typically requiring 6 or more years’ experience managing a large team in a complex, high volume, constantly evolving environment. You will have excellent written and verbal communication skills, be organized, systematic, thorough, accurate and disciplined.

* Proven knowledge of accounting principles, practices, standards, laws, and regulations
* Strong analytical skills and numerate ability are essential.
* Show tenacity to drive the maximisation of revenue recognition.
* Attention to detail and quality focused with the ability to handle sensitive and confidential information
* Proven leadership, communication, negotiation, and interpersonal skills
* Ability to work effectively with Government departments, clients, service streams, staff and other support functions to achieve client service outcomes
* Excellent skills in the operation of ERP software, and analytical tools including Excel
* Experience in consumer oriented shared service environments managing large volumes & high complexity of transactions is essential
* Ability to identify and assist in the implementation of system and process improvements
* A demonstrated competency in Finance and billing systems

**Even better:**

* Excellent knowledge of Aged Care funding and reporting requirements
* Experience in working in a highly regulated environment is advantageous

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| **Employee Name:** |  | **Managers Name:**  **Title** |  |
| **Date:** |  | **Date:** |  |
| **Signature:** |  | **Signature:** |  |