

Job and Person Specification

Title of Role: Accounts Payable Officer

Remuneration Level: ASO2

Business Unit: Public Trustee

Type of Appointment: Casual

Division: Customer Financial Services

Position Number:

Primary Purpose

The Accounts Payable Officer is responsible to the Team Leader, Customer Accounting for the timely and accurate data entry from payment vouchers and journals which contributes to the efficient operation of the accounts payable function. The Accounts Payable Officer performs a quality assurance function on data entry by other officers.

Reporting Relationships

- Team Leader, Customer Accounting
- Accounts Payable Supervisor

Key Relationships/Interactions

- Operational Lead Accounts Payable & Accounts Receivable
- Colleagues in Customer Financial Services Branch
- Other branches of Public Trustee

Key Challenges

- Incumbent must be able to prioritise and manage high volumes of work
- Incumbent must provide the highest levels of customer service to all stakeholders; and
- Incumbent must be accurate and meticulous in undertaking their duties.

Special Employment Conditions

- May be required to undertake alternative duties within Public Trustee at the same classification level to meet operational needs
- Employees will provide the highest standards of customer service to customers at all levels by modelling service excellence that meets the needs of customers and enhances the corporate profile of the organisation
- Employees are expected to maintain the integrity and security of all information for which they are responsible as a result of employment in the Attorney-General's Department
- An individual recommended for appointment/employment to a position of trust in Public Trustee will be subject to a satisfactory criminal history and background screening check being conducted in accordance with Employment Screening (Criminal History and Background Screening Check) Policy. Disclosure of any pending charges is also mandatory. Previous criminal conviction or pending charges will not necessarily preclude employment.

AGD Conditions

- Participation in annual performance review and development
- Actively participate in all mandatory training requirements
- Abide by the standards in the Code of Ethics for the South Australian Public Sector (the Code)
- Employment is dependent upon a National Police Certificate clearance that the AGD finds satisfactory. Periodic checks will be conducted.



Flexible Working Arrangement Options

The South Australian public sector promotes diversity and flexible ways of working including part-time. You are encouraged to discuss the flexible working arrangements for this role.

Responsibilities

This Job and Person Specification provides an indication of the type of duties you will be engaged to perform. You may be lawfully directed to perform any duties that a person with your qualifications, skills and abilities would reasonably be expected to perform. The Accounts Payable Officer is responsible for:

Key Responsibilities	Specified Duties	Performance Indicator/Measurement
AP Services Delivery	• Undertake a wide range of tasks as directed to process payments on behalf of customers, beneficiaries and vendors, meeting agreed service standards in line with policies, procedures and delegations • Maintain and update customer, vendor and banking records • Maintain recurring and batch payments • Reconcile ad-hoc and recurring payments • Processing journals into the general ledger, checking journal account codes for correctness • Processing of Public Trustee fees and charges; • Contribute to the effective storage of data by assisting with filing of system inputs and outputs • Attend to customer queries and issues in a timely manner	• Error rates • Control Self-Assessment ratings • Volumes of transactions processed • Feedback from internal customers • Timeliness of duties
Business Improvement	• Assist in other areas of Customer Financial Services Branch as business demand requires	• Control Self-Assessment ratings • Internal customer feedback • Level of competence and self-sufficiency in understanding and advising on Public Trustee standards and processes
Quality Assurance/Checking	• Comply with policy, procedures and authorisation processes • Proactively take action and escalate issues to minimise errors	• Error rates • Control Self-Assessment ratings • Volumes of transactions processed • Timeliness of duties

Contribute to Culture	• Actively participate and contribute to responsible and safe work practices • Embrace diversity and cultural differences in the workplace	• Work practices are safe and Work Health and Safety legislation, policies and procedures are adhered • Respectful behaviour observed when faced with diversity/differences in opinion
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Capabilities relevant to the role

(Qualifications, Skills, Knowledge and Experience)

Essential	• Demonstrated ability to process financial information and other data with very high levels of accuracy and productivity. • Sound competency with using financial software and office productivity tools utilised in the processing and reporting of financial information. • Ability to work under general direction, use initiative and provide attention to detail by being meticulous, thorough and conscientious. • Sound problem solving ability and the ability to resolve issues for customers including with external parties. • Proven ability to effectively identify and respond to customer requirements and a commitment to the principles of customer service excellence. • Demonstrated interpersonal skills, which facilitate effective working relationships with team members as well as with Executives, managers and other staff. • Experience in determining priorities, organising work to meet deadlines and managing high volumes of work. • Knowledge and understanding of accounts payable procedures. • Experience in data processing functions.
Desirable	• Knowledge of Treasury and Audit regulations in respect to the payment of accounts.

Behavioural Capabilities

The AGD Performance Matrix describes the behaviours expected of AGD employees across various levels in the Department.

Descriptors below detail the behavioural capabilities required for performance in the Accounts Payable Officer. KEY behaviours for this role are listed with the critical behaviours highlighted in **bold**. This broader group of behaviours are applicable to your ongoing success in the role.

	Strategic Focus	Results Orientation	Service Delivery Excellence	Relationship Management	Professional Approach and Drive
Strategic	Shapes Strategic Thinking and Change	Achieves Organisational Results	Drives Business Excellence	Forges Relationships and Engages Others	Exemplifies Personal Drive and Professionalism
Tactical	Promotes Strategic Thinking and Change	Achieves Team Results	Delivers Business Excellence	Establish Relationships and Engages Others	Models Personal Drive and Professionalism
Operational	Supports Strategic Direction	Achieves and Monitors Own Results	Supports Service Delivery Excellence	Fosters Working Relationships	Supports Personal Drive and Professionalism
Foundational	Understands the Strategic Direction	Achieves Individual Results	Contributes to Service Delivery Excellence	Maintains Working Relationships	Demonstrates Personal Drive and Professionalism

Category and level	Behaviours
Strategic Focus (Foundational)	• Recognises how own work impacts on others • Identifies risks within own work practices • Is open to change and new approaches
Results Orientation (Foundational)	• Ensures progress is communicated with manager/supervisor • Follows due process to achieve outcomes • Pays attention to detail to ensure quality results • Actively contributes to continuous improvement
Service Delivery Excellence (Foundational)	• Effectively manages their own performance positively contributing to team performance • Delivers high quality internal and external customer service • Accesses appropriate resources to achieve outcomes
Relationship Management (Foundational)	• Develops effective working relationships • Shares information and knowledge seeking approval where necessary • Works cooperatively with others to achieve work outcomes • Listens attentively and communicates clearly
Professional approach and drive (Foundational)	• Contributes to a culture of respect and high ethical standards • Identifies risks and takes appropriate action • Remains positive and recovers quickly from setbacks • Pro-actively seeks to develop skills and knowledge