

Position Description

Position Title	Accounts Payable Supervisor
Directorate	Financial Services & IT
Department/Business Unit	Financial Services
Team	Financial Accounting
Classification	Band 5
Date	November 2022

Reports to:	Coordinator Financial Accounting
Supervises:	Accounts Payable Officer x 2
Internal Liaison:	All Council employees
External Liaison:	Council's suppliers, Govt agencies, Auditors, counterparts in other Councils, Council's banker, system vendors

Position Objectives

Your primary purpose in this position is to:

- Maintenance of an efficient and effective Accounts Payable and Purchase Order system with strong internal controls.
- Efficiently supervise all activities associated with the payment cycle whilst providing a quality and efficient service to internal and external customers and provide guidance to relevant staff on processing and authorisation of purchase orders and invoices in accordance with Council policy.
- Maintain documented current procedures for Accounts Payable and Purchase Order system and recommend to Coordinator Financial Accounting areas for continuous improvement.

Key Selection Criteria

You need these essential qualifications (or experience), knowledge and skills to carry out this position

Essential

- Diploma in Accounting with little or no relevant work experience or alternatively lesser formal qualification with relevant work skills, knowledge and experience, or alternatively no formal qualification with relevant skills, knowledge, and experience commensurate with the requirements of the work in this Band. Relevant skills, knowledge and experience should include demonstrated:
 - substantial experience in the supervision of Accounts Payable and Purchase Order procedures and systems and reconciliation to General Ledger),
 - understanding of relevant legislation and its application within the context of Accounts Payable and Purchase Order functions.
- Demonstrated ability to manage time, prioritise and organise work achieve objectives within the specified timeframes including the ability to work cooperatively within a team environment and offer support and guidance to team members.
- Demonstrated ability to provide excellent customer service at all and identify / deal with difficult customers and/or refer as appropriate.
- Demonstrated ability to be flexible and proactive with respect to change and to gain assistance and cooperation from both internal and external customers.

- Demonstrated initiative, enthusiasm, and dedication through the ability to consistently deliver accurate, timely specialist advice and high-quality Accounts Payable and Purchase Order output within a changing environment.

You must hold and maintain these licences, registrations, certificates

- Working with Children's Check
- Police Check
- Current Driver's Licence
- First Aid and CPR (specify)
 - Provide First Aid (Level 2)
 - Provide First Aid in an Education and Care Setting
 - First Aid Management of Anaphylaxis

Position Specific Responsibilities & Skills

In this position, you are responsible for:

Supervision of Accounts Payable function	<ul style="list-style-type: none"> • Supervise the operation of the Accounts Payable and Purchase Order functions, ensuring payment deadlines and statutory obligations are met and necessary reports are provided to management, • Provide assistance, direction, and guidance to Accounts Payable Officer(s) positions and efficiently manage team workload and processes.
Staff management	<ul style="list-style-type: none"> • Ensure all supervised staff are aware of their responsibilities and role requirements. • Assist in monitoring of the performance of staff to ensure adherence to operating protocols, providing regular, timely feedback to team members. • Counsel and mentor staff to achieve excellent customer service according to Best Value principles.
Efficient operations – Accounts Payable and Purchasing functions	<ul style="list-style-type: none"> • Timely and accurate processing of all Invoices ensuring Invoices processed for payment are legitimate, accurate, correctly coded, approved by an authorised delegate and comply with the relevant Goods and Service Tax (GST) requirements. • Control payment of Council's creditors in accordance with Council's payment policy and agreed terms of payment (including control payment of overseas vendors). • Ensure integrity of data is maintained so that Financial and Reporting information is timely and accurate – avoiding duplicate payments and reduced occurrence of errors caused by human error during processing. This includes ensuring vendor master file is maintained accurately with no duplicate vendors. • Coordinate and provide relevant training to staff within the Council regarding the Accounts Payable process and processes of raising and authorisation Purchase Orders in the system, including providing guidance to officers with the raising and authorisation of Purchase Orders in the system. • Ensure compliance with all relevant Council policies and procedures at all times, including developing procedures/systems to maintain and increase efficient Accounts Payable and Purchase Order operations and assisting in the monitoring and review of relevant policies and procedures. • Prepare reconciliations between Accounts Payable sub system and General ledger at the end of the day and end of the period and perform other account reconciliations as required. • Ensure daily administrative tasks relating to Purchase Orders in the system are carried out efficiently and effectively and recommend improvements to Accounts Payable and Purchase Order systems. • Assist Coordinator Financial Accounting with the ageing of creditors balances at year end.

	<ul style="list-style-type: none"> • Clear 'stale' cheques quarterly and assist Coordinator Financial Accounting with lodgement of unclaimed monies with State Revenue Office within the statutory timeframe.
Customer Service	<ul style="list-style-type: none"> • Provide training to Accounts Payable / Purchase Order users in the electronic workflow system where required including assistance to staff in the performance of their Invoice authorisation duties. • Liaise with and provide appropriate advice to staff across the organisation on Accounts Payable issues including correct costing and assist suppliers with payment enquiries and statement of account. • Develop and maintain good relationship with internal and external customers to improve the productivity and efficiency of processes within Accounts Payable/Purchase Order functions.
Reporting	<ul style="list-style-type: none"> • Prepare monthly statistics for Accounts Payable/ Purchase Order function, preparing/running other ad-hoc reports when required. • Complete end of period processing in line with monthly/annual timetables and ensure Coordinator Financial Accounting is informed of all aspects of operations including any potential financial risk.

Core Organisational Capabilities

We have a Core Capability framework to help everyone succeed and develop for their current and future positions. The relevant capabilities for this position are at the back.

REACH Values

Our REACH values define who we are and how we interact with others. They define how each of us should aim to operate in the workplace regardless of the role we hold. Our REACH values are at the back.

Organisational Responsibilities

Everyone at Council has the following responsibilities and obligations:

Emergency Management	<ul style="list-style-type: none"> • Help Council fulfil its emergency management obligations by assisting in emergency management activities as required
Child Safety	<ul style="list-style-type: none"> • Promote positive work practices with children • Establish boundaries around acceptable and unacceptable behaviour in relation to children • Adhere to reporting obligations where there is suspected or discovered child abuse
Climate Change & Sustainability	<ul style="list-style-type: none"> • Help support Council's response to the climate emergency by helping facilitate a whole-of-organisation approach where climate change mitigation and adaptation is embedded into all Council services, assets, operational and decision-making processes.
Compliance	<ul style="list-style-type: none"> • Remain mindful of the requirements of the Victorian Charter of Human Rights at all times • Manage Council records in accordance with the relevant Council policies and corporate requirements to protect personal information. • Perform other duties as directed within the limits of acquired skills, knowledge, and training. • At all times, take responsibility for maintaining the strictest levels of confidentiality regarding ratepayers, customers, and employees. • At all times, comply with Council's Code of Conduct - Staff.
Diversity, Inclusion, and Equity	<ul style="list-style-type: none"> • Demonstrate an understanding of and the ability to work with, diversity in the workplace, including:

	<ul style="list-style-type: none"> ○ zero tolerance of racism and expectations that staff will act on incidents of racism ○ supporting Aboriginal and Torres Strait Islander children to express their culture and enjoy their cultural rights.
Gender Equality	<ul style="list-style-type: none"> ● Prevent and address violence against women and workplace sexual harassment, including by modelling acceptable behaviour, responding decisively to improper conduct, and properly managing initial disclosures

Inherent requirements of the position

These are the essential requirements of this position:

Council has a Flexible Work Policy. All staff are required to attend the workplace for the minimum number of days specified in the Policy.

Vision and Hearing Requirements

- This position requires a vision test
- This position requires a hearing test

On a typical day, approximately this much time would be spent on the following activities:

Cognitive Requirements	Frequency (% of the working day)			
	Rare/Never	Occasional 0 – 33%	Frequent 34 – 66%	Constant >66%
Working independently – <i>ability to utilise autonomy with respect to the processes by which tasks are completed. Little to no autonomy with respect to the work allocated to them by the supervisor</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Team based work – <i>works in a team of people and not exposed to isolation</i>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Communicating with others – Verbally	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Communicating with others - Written	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Focused Attention to task – <i>high levels of attention required to minimise errors and ensure accuracy</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Concentrating – <i>high levels of concentration required while completing required tasks</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Planning and sequencing tasks and activities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Decision making – <i>required to exercise sound decision making while completing all aspects of the position</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Problem solving – <i>requirement to develop sound solutions to novel or unusual problems arising during the course of the day</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Reasoning – <i>required to exercise sound reasoning while completing all aspects of the position within defined scope</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Judgement – <i>required to exercise sound judgement while completing all aspects of the position within defined scope</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Cognitive Requirements	Frequency (% of the working day)			
	Rare/Never	Occasional 0 – 33%	Frequent 34 – 66%	Constant >66%
Short and long-term memory recall – ready access to documented procedures or precedents to perform requirements of the position	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Emotional resilience – exposure to stressful or distressing situations including meeting specified deadlines and production demands, dealing with aggressive or upset customers/clients, high conflict situations, general workload demands, change beyond individual's personal control (delete/add/edit as applicable to the position)	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Interruptions – frequency of interruptions to daily work plans and requirement to change work plans at short notice	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Physical Requirements

- This position does not require more than 10-15% manual handling/physical exertion

Band descriptors (as defined in Council's Enterprise Agreement)

These descriptors help to classify the position:

Accountability and Extent of Authority

- Oversee the Accounts Payable and Purchase Order functions, including supervision of Accounts Payable Officer(s) to:
 - Ensure all Council policies and procedures and all relevant Financial Services controls have been followed to achieve all Accounts Payable deadlines and ensure creditor payments are run on time.
 - Coordinate the provision of information and a high level of service to internal and external customers.
 - Ensure all duties are performed with a high degree of accuracy, team workload is managed efficiently, and team members are provided with necessary guidance and support in the performance of their respective tasks.
- In overseeing the Accounts Payable and Purchase Order functions the freedom to act is governed by clear objectives and budgets, frequent prior consultation with the Coordinator Financial Accounting and a regular reporting mechanism to ensure adherence to plans.
- Where required to provide specialist advice to clients or to regulate clients, the freedom to act is subject to close supervision or to clear guidelines.
- The effect of decisions and actions taken on the department or other business units may be significant, but the decisions and actions are always subject to appeal or review by the Coordinator Financial Accounting.
- When providing support to the Coordinator Financial Accounting the freedom to act is not limited simply by standards and procedures, and the quality of decisions and actions taken will often have an impact upon the performance of the Coordinator.

Judgement and Decision-Making Skills

Judgement and decision making is within the following scope:

- Objectives of the Accounts Payable and Purchase Order functions are usually well defined but may require involve solving problems, using procedures and guidelines and the application of professional or technical knowledge, or knowledge acquired through relevant experience.
- Capacity to make independent decisions that are based on specialised knowledge.
- Application of effective problem solving and conflict resolution skills in a wide variety of situations.
- Problems that arise are occasionally of a complex or technical nature with solutions not related to previously encountered situations and some creativity and originality is required.

- Major problems and issues that arise outside the decision-making parameters of position requirements are to be reported to the Coordinator Financial Accounting or departmental Manager with recommended actions.
- Guidance and advice is usually available from the Coordinator Financial Accounting within the time required to make a choice.

Specialist Knowledge and Skills

The position requires the following essential skills and knowledge:

- A detailed understanding of the operations of Accounts Payable and Purchase Order functions including Financial Services policies, systems, and processes. This includes understanding of the underlying the principles involved as distinct from the procedures or practices.
- Supervisors in this Band require an understanding of the relevant technology, procedures and processes used within the Financial Accounting unit
- Leading change management in relation to policies, procedures and systems upgrades or introduction of new systems.

Interpersonal skills

- Ability to write clear, concise, and well-structured reports or and external correspondence related to Accounts Payable and Purchase Order functions.
- Ability to gain cooperation and assistance from clients, members of the public and other employees in the administration of well-defined activities and in the supervision of other employees where appropriate.

Management skills

- Demonstrated ability to successfully organise, manage time, prioritise, and plan actions and processes so as to achieve specific and set objectives of the Accounts Payable and Purchase Order functions in the most efficient way possible within the resources available and within a set timetable.
- Demonstrated ability to handle confidential information and situations in a sensitive manner and respond positively to unplanned issues including through effective supervision of team resources.
- Ability to relate to and establish working relationships with senior management and relevant staff at all levels along with excellent customer service skills for internal and external clients.
- Ability to implement personnel practices including those related to equal employment opportunity, occupational health and safety and employees training and development.

Verification & Approvals

We certify that the content of this Position Description accurately reflects the overall role and accountabilities of the position:

	Name	Signature	Date
Prepared by	Subi Nathan		November 2022
Manager	Kirsten Geri		November 2022
Director	Michelle Hansen		November 2022
Occupant			

Appendix

Core Capability Framework – People Leaders

Relationship Management

Develops and maintains strong and enduring relationships with colleagues and/or external stakeholders which are built on mutual respect and commitment. Ensures that all people are treated with dignity and respect regardless of gender, ethnicity, religion or sexual orientation.

- Ensures a wide range of views and opinions are encouraged and valued
- Builds strong and trusting relationships with team members and across the directorate
- Seeks to achieve outcomes that are beneficial to all stakeholders
- Demonstrates high levels of integrity and teamwork in all relationships

Planning & Organising

Thinks from a wholistic perspective and sees the patterns in the complex relationships that exist between the different parts of the organisation. Uses these insights to ensure that the organisation's human, physical and financial resources are effectively used in the achievement of the organisation's, team's or the role's agreed priorities.

- Ensures that team members are able to see the connections between the work of the team and the broader organisational context
- Actively engages team members in the development of realistic plans to deliver work unit priorities
- Allocates work unit resources to achieve desired results
- Takes corrective action as required when concerns have been identified

People Development

Demonstrates a deep commitment to ongoing learning and development as fundamental to the organisation's sustained success and to the realisation of the potential of its people.

- Encourages people to undertake ongoing professional and personal development
- Uses reflection as a key tool for ongoing development and organisational improvement
- Uses transformational leadership practices to engage and grow the capabilities of team members
- Regularly gives and receives constructive feedback
- Communicates with staff in a positive and proactive manner

Future focused organisation

Is keenly aware of the social, political, economic and technological trends that impact the global and local environments and ensures these are factored into the work of individuals, teams or the organisation to deliver on the needs and expectations of the Council and the community it serves

- Monitors the broader environment to understand the impact of emerging trends on the work of the team
- Identifies changes to systems and processes that will lead to the effective implementation of organisational change initiatives
- Encourages others to recognise and value the inevitability of change in organisations
- Assists the team to adapt to a constantly changing environment by communicating change information honestly, empathetically and in a timely manner

Outcome orientation

Demonstrates a strong commitment to a high-performance culture by constantly striving for high quality customer service outcomes and accepting responsibility for outcomes within their control

- Creates opportunities for people to come together to creatively address issues facing the team and the clients they serve
- Sets short-term goals with the team for the team to achieve agreed objectives
- Tracks progress against job expectations and makes adjustments as required
- Sets challenging goals that will deliver superior results

Service focus

Ensures there is a focus on delivering work priorities to agreed quality and timeliness standards

- Demonstrates commitment to quality client/customer service
- Maintains regular customer communication to ensure mutual expectations are clear
- Responds appropriately to client/customer requests and/or complaints

Self-management

- Accepts personal responsibility for outcomes within her/his control

Demonstrates self-awareness through understanding own responses to a range of situations as well as understanding the impact their behaviour has on others

- Demonstrates the ability to regulate and adapt behaviour according to the circumstances and the audience
- Seeks out feedback with the purpose of reflecting on work performance with a view to self-improvement
- Models Greater Dandenong's ethical and organisational standards
- Acts decisively during times of ambiguity and pressure

Safety, health and wellbeing

Ensures that the safety, health and wellbeing of employees, contractors, service users and councillors is at the heart of the organisation's culture and the way work is organised and services delivered

- Aligns team/unit work plans with Council's vision and objectives for employee safety, health and wellbeing
- Allocates adequate resources to achieve safety, health and wellbeing initiatives and objectives
- Monitors departmental performance indicators for the continuous improvement of safety, health and wellbeing practices and culture

Council's REACH Values

Respectful

We respect and care about our community, each other and ourselves.

We act with integrity at all times and in all matters. We take time to listen to and seek to understand the other point of view.

We strive to understand and respect the diversity of our community and our workplace.

We understand our role in the community and respect the responsibility that comes with

Creative

We care about getting the best outcomes.

We constantly ask: What's the future and what's possible?

We have the courage to try new ideas.

We strive for excellence in everything we do.

Engaged

We listen to our community and respond.

We work together with our community and each other, to achieve the best outcome.

We have the confidence to challenge the status quo, to reach for better outcomes.

We are action-oriented in identifying and responding to new challenges.

Honest

We tell the truth, even when we know people may not want to hear it.

We form our opinions and give advice from sound, evidence based research.

We act with humility and apply the highest standards of ethical behaviour to everything we do.

Accountable

We are proud of our city, our community and our achievements.

We spend our time and effort on solutions rather than looking for someone to blame.

We take responsibility for our actions.

