

Finance Officer

Position title: Finance Officer
Classification: Non-Award
Reports to: Accounts Team Leader

About CPL – Choice, Passion, Life

CPL is a leading community support provider across Queensland and Northern New South Wales, partnering with people with disability and their families to create meaningful change.

Through personalised support, specialised guidance and expertise in collaborative decision making, we empower each person to live the life they want at every stage.

We are driven by a deep commitment to understanding our clients' aspirations and turning their vision into reality.

Drawing on decades of experience, we deliver practical, impactful support that makes a real difference – combining our expertise with genuine care to support individuals, families, and communities.

Our vision

An inclusive society for all people.

Our purpose

To provide services for people with disability so they can lead the life they choose.

Our difference

Our attitude is what makes us different. We're hopeful, determinedly enthusiastic and down-to-earth. When it comes to disability, we know one size does not fit all, which is why the CPL team ensure every effort is made to accommodate individual goals and needs.

Our values

Our values are a promise. A promise of how we will work with each other and with our clients, make decisions and choose to act.

Be here

At CPL Group, we love what we do and it shows in the way we choose to “Be here”, contribute our expertise, our time, our energy and our ideas to make a difference. We always work to the best of our abilities to deliver quality services and support, holding ourselves accountable for our behaviours, action and delivering on our commitments.

Connect

Having genuine connections with others is what we're all about at CPL Group. We value relationships, we work respectfully, and we always aim to add value in our interactions and find positive win/win solutions.

Tune in

Everyone has individual needs and may need different solutions; we recognise and respect this at CPL Group. Tuning in means we listen to understand and ask questions for clarity, before we act, which we do with empathy and care.

Grow

There's always more we can do, which is why we strive for improvement and excellence, continually looking to improve ourselves, our ways of working and the impact we create. We value opportunities to learn and develop because we know personal growth is achieved when we step outside our comfort zone.

Speak up

We are confident to speak up and share what we have to say at CPL Group. We communicate with respect and honesty, and raise issues so they can be resolved, particularly when it comes to the safety and wellbeing of ourselves and others.

Position purpose

The Finance Officer is responsible for providing assistance in the administration of the financial and business functions of CPL.

To support continuous improvement in the business performance of the business area/service and effectively contribute towards achievement of the organisation's vision and purpose.

Key responsibilities

Accounts Receivable:

- High volume invoicing and receipting
- Bank reconciliation
- NDIS Portal/government grant claims
- Reconciliation of debtor accounts
- Debt collection and debtor management
- Debtor analysis & write off recommendation

Accounts Payable:

- Uploading and matching of supplier invoices
- Payment run processing
- Reconciliation of supplier accounts

General Finance & Administration:

- Delivering high quality customer service to internal and external stakeholders
- Contributing to the development and documentation of Finance Team procedures and checklists
- Providing support to team members to ensure prompt responses to enquiries
- Managing internal and external customer enquiries professionally and efficiently
- Undertakes other responsibilities as required and directed by manager or delegate.

Supplementary responsibilities

- Embodies CPL Group values in daily work life (see first page).

- Proactively contributes to identifying personal training and development needs and the means to address those needs, to maintain up to date knowledge, skills and abilities which ensure ongoing competence to achieve the required outcomes of the position as it develops.
- Contributes effectively to the promotion of equal opportunity and non-discrimination in the workplace.
- Contributes effectively to the identification, removal and reduction of workplace hazards and risks to ensure a safe and healthy work environment.
- Contributes effectively to the achievement of continuous improvement through adherence to the Quality Management System in all areas within the influence of the position.

Key customers

- Reports directly to the Accounts Team Leader.
- Internal: Local and head office staff, Corporate Services Team members, Business Support Unit Managers and administrative support staff.
- External: Auditors, suppliers, and clients.

Selection criteria

- Minimum 2-3 years of professional experience in an Accounts Receivable position within a large organisation with high transactional volume.
- Excellent numerical and analytical skills and the ability to maintain a high degree of quality and accuracy.
- Ability to build good relationships with stakeholders.
- Understands that not everything will be in place yet—we're building the process together!
- Keen to improve processes and efficiencies for the organisation.
- A team-player attitude and a love for problem-solving.
- A meticulous and highly organised approach.
- Embodies a proactive, “make it happen” attitude.
- Intermediate computing skills in Microsoft Office Suite including Excel and Word and knowledge of financial accounting packages, Lumary/Technology One Systems would be an advantage.

Additional requirements

These do not need to be addressed in selection criteria but must be included in application:

Current 'C' class driver's licence with regular access to a vehicle.

- NDIS Worker Screening Check issued by the NDIS Quality and Safeguards Commission.
- National Police Check.