

The purpose of this position

The **purpose** of the position is to assist the Finance Transactions team with tasks relating to accounts receivable and accounts payable streams and to provide support across other business functions as and when required.

About the position

- This position is within Finance & Corporate Services directorate.
- It's part of the Finance team.
- This position **reports to** the Manager, Finance Transactions.
- ☐ The position leads a team.
- The position is designated Band 7 under the ***Schedule of Authorities and Delegations***.
- The position is a: ☐ Budget holder ☐ Has designated revenue or billing targets.
- This position maybe advertised externally as Accounts Officer.
- The position is a Individual Contributor level of the Capability Framework.

Key areas of responsibility

Assisting with the day-to-day process including, but not limited to:

- Processing of billing and online claims or stakeholders invoices/claims, payments, reconciliation.
- Assisting high level of professional customer services for all internal and external stakeholders queries.
- Assist with a range of operational activities associated with transaction team including Financial Delegations, Corporate Credit Cards, assisting with the preparation of end of period journals.
- Provide support and assistance to the Finance Transaction team as and when required.

If working with Aged Care this also includes:

- Process client invoices, statements, fees, and contributions for Home Care Packages, CHSP, and Support at Home services in line with approved rules.
- Reconcile unspent funds, subsidy claims, and client-related transactions, escalating discrepancies as required.
- Verify billing and claims accuracy against service delivery records (e.g. AlayaCare).
- Process supplier invoices, contractor payments, and reimbursements in accordance with delegations (AP).
- Maintain accurate AR/AP records, bank and client reconciliations, and supporting documentation.
- Support month-end close activities, including journals, accruals, and reconciliations.
- Maintain clear audit trails and documentation to support ACQSC monitoring and financial compliance.

Capability Framework

The Capability Framework defines the essential knowledge, skills, behaviours and attributes individuals need to success in their roles. It provides the organisation with a shared language and clear expectations across all levels of the organisation. The Capability Framework can be accessed [here](#).

Key outcomes

When things are going well, we would expect to see these outcomes:

- Timely and successful claims using the MyPlace portal.
- Invoices produced, generated and issued to clients as and when required.
- Enquiries are replied to and actioned in a timely manner.
- Positive feedback from client base.

Key Capabilities

Essential criteria

- A current login to PRODA or be able to sign-on to PRODA (i.e. requires 3 types of Australian Identification documents such as current Passport, Driver's License, Medicare Card).
- Prior experience in a similar type of role.
- Excellent organisational and administration skills.
- A proactive, can-do mindset.
- Attention to detail.
- Excellent verbal and written communication skills with all stakeholders within the organisation.
- A strong working knowledge of MS suite of software including, Excel, Word, Teams.

People who know this position say that

People who know this position say the things that might make your day are:

- Completing all planned transactional tasks accurately and on time without compliance issues.
- Successfully carrying out processes in an efficient manner.
- Good feedback about your performance from your Team Leader.

People who know this position say some key challenges you might experience are:

- Fluctuating work priorities to meet business need.
- Demanding processing time frames from time to time.

Work and flexibility

While The Benevolent Society has great tools to connect us remotely, sometimes we will need to connect in person. This means we need to travel on occasion.

This position may require:

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| ☐ Overnight travel/stays. | ☐ Weekend work. |
| ☐ Travel between office locations/regions. | ☒ Evening work. |
| ☐ Travel to clients (varied locations). | ☐ Special event support. |
| ☐ Use of own registered, insured (comprehensive) motor vehicle. | |
| ☐ Use of TBS pool cars. | |

Accounts Officer



Key relationships

We work collaboratively with others. This position works closely with:

Within The Benevolent Society:

- Finance Transactions Team
- Operations Team
- Support Centre (DCT)

Outside The Benevolent Society:

- Clients, Plan Managers and Other Financial Intermediaries