

 <p>The Greater Metropolitan Cemeteries Trust Lasting memories, peaceful places.</p>	<p>Position description</p>
<p>Position Title</p>	<p>Accounts officer – payables</p>
<p>Fixed Term Contract or EBA</p>	<p>EBA</p>
<p>Status</p>	<p>Part Time, ongoing</p>
<p>Classification</p>	<p>EBA Indoor Level 3.1</p>
<p>Remuneration (EBA only)</p>	<p>\$57,516 plus 9.5% superannuation (pro-rata)</p>
<p>Hours of Work</p>	<p>30.4 hours per week/4 days per week</p>
<p>Region</p>	<p>All regions</p>
<p>Primary Location</p>	<p>Fawkner head office but may be required to travel to other GMCT sites as and when required</p>
<p>Date PD Adopted</p>	<p>November 2017</p>

1. Organisational environment

At The Greater Metropolitan Cemeteries Trust (GMCT) we believe in caring for our communities with dignity and compassion. Each year, we help more than 12,000 families, of all cultures and faiths, to plan and prepare for funeral, cremation, interment and memorial services.

GMCT is custodian of 21 cemeteries (including two greenfield sites) and memorial parks which are maintained in perpetuity, giving our families, communities and future generations peace of mind.

We are committed to maintaining these beautiful, restful and sustainable places to preserve and protect the memories and history they hold.

GMCT is comprised of three regions (north, east and west). Corporate functions and administration are conducted from the head office, located at Fawkner Memorial Park. The organisation employs approximately 200 staff.

Our vision

Lasting memories, peaceful places

Our mission

We provide the final care for your loved ones, with dignity and kindness. We respect all peoples, our heritage, our communities and the environment.

2. GMCT Strategic Plan 2016 - 2021

Our 2017-2022 strategic theme – '*stepping up and reaching beyond*' - serves to articulate a commitment to our team and our stakeholders, to ensure we consistently strive to deliver beyond expectations, challenge perceptions of the industry, improve our service offering, and work with our communities. Our aspirational road map for the next five years will see GMCT focus on four fundamental pillars

- **Community connections** – we will lead and nurture strong connections with the communities we serve
- **Lasting stewardship** – we are stewards of the community assets we care for now and in perpetuity
- **Operational excellence** – our people will strive for excellence in everything we do, facilitated by innovative and effective technology, systems and processes
- **Change ready agility** – our culture is brave, innovative and collaborative, and aligns with our corporate values and strategic goals

These priority areas will underpin and inform initiatives and decision making over the next five years and ensure we are focused, transparent and accountable, while also allowing GMCT room to respond to new opportunities, challenges and changing needs and expectations.

3. Organisational context

As depicted below, GMCT currently includes 21 cemetery sites across metropolitan Victoria, and may acquire new cemeteries from time to time

- | | |
|-------------------------------|--|
| 1. Altona Memorial Park | 12. Northcote Cemetery |
| 2. Andersons Creek Cemetery | 13. Northern Memorial Park |
| 3. Burwood Cemetery | 14. Preston Cemetery |
| 4. Coburg Pine Ridge Cemetery | 15. Templestowe Cemetery |
| 5. Emerald Cemetery | 16. Truganina Cemetery |
| 6. Fawkner Memorial Park | 17. Werribee Cemetery |
| 7. Footscray Cemetery | 18. Williamstown Cemetery |
| 8. Healesville Cemetery | 19. Yarra Glen Cemetery |
| 9. Keilor Cemetery | 20. Plenty Valley – Yan Yean (greenfield site) |
| 10. Lilydale Lawn Cemetery | 21. Melton West (greenfield site) |
| 11. Lilydale Memorial Park | |

4. Professional standards

Our values

At the heart of our strategic plan remain our organisational values. GMCT values inform everything we do and provide the framework for how we conduct our business and how each person goes about their work, regardless of their role in the organisation.

Our values are a description of the way we see the world and what is most important to us. They are the basic principles that will guide and shape the way we think and act. This includes the way we provide services to our customers, the way we treat each other within the organisation and the way we relate to the wider community.

Our values are;

Compassion

A staff member who demonstrates the GMCT value of compassion will

- try to see the situation from the other person's point of view
- respond with sensitivity and kindness to our customers, members of the community and our colleagues
- demonstrate willingness to provide help and support

Respect

A staff member who demonstrates the GMCT value of respect will

- show appreciation for the contribution of others
- seek to understand the priorities and needs of others
- provide high quality service
- demonstrate a 'can do' attitude

Sustainability

A staff member who demonstrates the GMCT value of sustainability will

- portray a positive image of the organisation to build reputation, even when things are difficult
- use the organisation's resources efficiently
- demonstrate concern for our environment
- identify better and innovative ways of doing things

Integrity

A staff member who demonstrates the GMCT value of integrity will

- communicate openly and honestly
- meet commitments to others and do what they say they will do
- deliver services in a professional manner
- accept responsibility for their own decisions and actions even when they make a mistake

5. Position organisational relationships

The GMCT Finance Team comprises the manager finance, finance leader, management accountant, senior project accountant, systems/financial accountant and three accounts officers. The team provides financial management to all GMCT staff and programs.

Accountable to:	senior financial accountant
Supervises:	Nil
Internal Liaisons:	managers, supervisors and customer services department.
External Liaisons:	funeral directors, suppliers and Internal and external auditors.

6. Position context

The Accounts Officer - AP is responsible for the accurate processing of all invoices received for payment and to undertake the payment of all creditors in a timely manner whilst providing a quality and efficient service to internal and external stakeholders.

In addition, this role will work collaboratively with the other two Accounts Officers on a weekly basis. This will assist in cross skilling the team which will provide continuous business support and also provide career progression for the team.

7. Position objectives

The Accounts officer - AP will be responsible for developing, implementing and evaluating systems and processes which provide timely and appropriate accounts information to internal and external stakeholders.

The Accounts officer - AP will ensure that all necessary processes associated with accounts payables are completed:

- Management of invoicing and payments of creditors to produce accurate and timely Creditors reports.
- Completion of creditors and accruals reconciliation and reports as part of month end process.
- Maintain accurate and up to date records of work undertaken in accordance with GMCT policies and procedures.
- Assist with compliance requirements, including process and procedure updates.

The accounts officer – AP will support the accounts officer – accounts receivable and general ledger in delivering their objectives and tasks as part of the finance objective to cross skill and provide customer support.

8. Key responsibilities

The incumbent can expect to be allocated duties, not specifically mentioned in this document, but within the capacity, qualifications and experience normally expected from persons occupying positions at this level.

Administer accounts payable and liaise with creditors as required, including:

- Scan creditors' invoices within 48 hours of receipt and ensure all scanned invoices are approved or accrued at month end.
- Matching and accurate coding of invoices.
- Ensure all invoices are appropriately authorised with supporting documentation before payment.
- Process weekly EFT payments and fortnightly Creditors and Refund Cheques based on published timetable.
- Ensure all invoice accruals are recorded and distributed to managers for approval.
- Accrual accounting arrangements
- General ledger reconciliations as instructed.
- Reconciliation of creditors statements, follow up until discrepancies are resolved.
- Ensure all items that are more than 30 days over invoice date are cleared by the following month.
- Reconcile the Accounts Payable Control account in the General Ledger to the sub-ledger each month.
- Ensure petty cash is replenished and reconciled in a timely manner.
- Ensure the stationery and staff supplies are ordered on regular basis.
- Process communication billing reports on a timely basis.
- Efficiently and effectively respond to all queries from the business.
- Support the external/internal audit program.
- Sort and distribute the mail.
- Effectively manage the "GMCT Accounts" inbox.
- Administer mail out activities, remittance advices and cheques.

Process and assist with customer refunds, including:

- Process Customer Refunds payment in the system
- Assist with the review of customer refunds received by Customer Service department to comply with GMCT process and procedures.

Assist with accounts receivable and liaise with debtors as required, including:

- Perform account reconciliations
- Generate age analysis and month end reports, including Funeral Director statements
- Create and maintain Funeral Directors files and records

Assist with bank reconciliation, including:

- Review and reconcile the day to day receipts for all the GMCT sites
- Centralised receipting for cheques and direct deposits
- Prepare weekly bank deposits for the Fawkner Office
- Manage Bank Guarantees.

Assist with general ledger and reconciliations on a monthly basis, which may include:

- Participate and run the system's month-end rollover process accurately and timely.
- Process general ledger journals as directed by the finance leader.
- Prepare the balance sheet reconciliations assigned to the role.

Finance Team involvement:

- General office duties including filing, management of the accounts email inbox, telephone enquiries.
- Participate in regular performance management planning and review processes with the finance leader.
- Providing regular reports to the finance leader in an agreed format and time.
- Participate in the development of initiatives and assist in the delivery of the finance team goals.
- Participate in the finance team meetings and other meetings as required.
- Undertaking other duties in keeping with the position's level of responsibility as directed by the manager.

Employee Relations:

- Demonstrate a highly collaborative approach to building and maintaining productive working relationships with internal and external stakeholders.
- Effective communication with all internal and external stake holders to the benefit of the organisation.
- Ensure that customer service and satisfaction is achieved at all times.

9. Key capabilities

Essential capabilities	
Capability	Proficiency level
Profession-Specific – knowledge, skills and experience that are required for non-industry professions	Intermediate
<ul style="list-style-type: none"> • Detailed knowledge, understanding and application of this capability • Ability to handle non-routine problems and situations • Requires minimal guidance or supervision/works independently • Consistently demonstrates success in the capability area • Capable of assisting others with the application of this capability 	
Capability	Proficiency level
Collaboration – builds and maintains positive relationships to enhance productivity and increase customer satisfaction	Intermediate
<ul style="list-style-type: none"> • Builds and maintains positive, productive relationships with each key internal and external stakeholders • Partners with relevant internal and external stakeholders and teams to achieve individual and team outcomes • Adopts an inclusive approach to collaboration and teamwork • Proactively seeks out teamwork opportunities to deliver outcomes that enhance the customer experience • Participates in networking and/or community forums beyond immediate requirements of own role 	
Capability	Proficiency level
Communicating with influence – engage and inspires others through clear, timely, accurate and persuasive communication	Foundational
<ul style="list-style-type: none"> • Uses active listening and appropriate questioning techniques to uncover stakeholder / customer needs and drivers • Uses relevant information and evidence to explain an idea or concept • Communicates information in a clear, accurate, timely and structured manner • Communicates openly and honestly 	
Capability	Proficiency level
Change agility and resilience – maintains composure and focus under pressure and quickly adapts to change	Foundational
<ul style="list-style-type: none"> • Embraces change with patience, an open mind, and maintains a positive attitude during times of change • Works effectively even when faced with disruption and uncertainty • Understands how self and others manage health & wellbeing • Uses effective strategies to stay calm and composed under pressure • Maintains health and vitality to enable 'bounce-back' from setbacks 	

Capability	Proficiency level
Customer experience – delights our customers by delivering respectful and dignified experiences and services	Foundational
<ul style="list-style-type: none"> • Uses appropriate questioning techniques to understand the underlying issue/need for a customer • Draws on knowledge to provide accurate and appropriate information to customers • Clearly articulates how a product or service meets customers’ needs • Knows where and how to find additional resources to help the customer • Always acknowledges and engages the customer • Understands and respects varying cultural, religious, demographic (and other) backgrounds of customers • Understands how to drive and close sales 	
Capability	Proficiency level
Digital experience – providing customers with seamless and consistent experiences, across all GMCT digital challenges	Foundational
<ul style="list-style-type: none"> • Understands the GMCT digital channel environment and where information for customers is stored across all channels • Understands how the channels work together to deliver a consistent, seamless customer experience • Understands capabilities and limitations of each GMCT digital channel • Proficient using applications required by the business (eg. Smartphones, MS Word) to use and capture information 	
Preferable capabilities	
Capability	Proficiency level
Accountability and results focus – plans effectively and takes accountability for behaviour and results	Foundational
<ul style="list-style-type: none"> • Completes goals and activities that are aligned to team, business and GMCT strategic objectives • Understands the GMCT Strategic Objectives and GMCT Values • Follows GMCT process and completes work in a timely manner to expected standards • Identifies issues or roadblocks and escalates appropriately • Holds self to account for results and behaviour and accepts responsibility for outcomes 	
Capability	Proficiency level
Innovation – actively seeks out ways to create and take advantage of opportunities to improve business performance and the customer experience	Foundational
<ul style="list-style-type: none"> • Finds and uses information from a variety of sources when solving problems • Identifies everyday process improvements and comes up with innovative ideas within own role • Understands why learning from the past when planning for the future is important, and how a focus on the future relates to GMCT’s objectives 	

Capability	Proficiency level
<p>Operational Excellence – drives and supports improvements in operations that enhance productivity efficiency and effectiveness whilst maintaining safety and minimise risk</p>	Intermediate
<ul style="list-style-type: none"> • Understands requirements (including risk & safety guidelines) applicable to self and others within team • Maintains a positive, open mindset when completing work and adapting to changes/improvements to role • When prompted, shares ideas for improvements that will enhance efficiency, effectiveness and/or productivity 	
Capability	Proficiency level
<p>Emotional Intelligence – identifies, controls and appropriately expresses emotions of self, and manages the emotions of others with empathy and respect</p>	Intermediate
<ul style="list-style-type: none"> • Describes own feelings in a way that is sensitive to the feelings of others • Listens with presence and empathy • Consistently demonstrates emotional self-management and self-regulation • Recognises others’ non-verbal emotional cues (eg. Body language) • Captures information and insights on the emotional needs of customers, and shares these with team/manager to inform decision making regarding the customer experience • Shares emotions appropriately with team to support an environment where it is safe to express and manage emotions • Adjusts own behaviour to meet the emotional needs of internal and external customers • Supports and manages the emotional state of customers in order to clarify and meet their needs • Balances the day-to-day operational requirements of the role with meeting the emotional needs of customers Highly developed knowledge, understanding and application of this capability 	

10. Corporate involvement

GMCT is a values-based organisation and seeks to cultivate a culture founded on quality of service delivery, responsiveness, collaboration and respect for others. It is an environment that requires all team members to maintain high standards of work.

All GMCT employees are required to

- Maintain the highest standards of integrity and behaviour in line with GMCT Values and Code of Conduct.
- Uphold and enhance the reputation of GMCT.
- Participate in the development and review of organisational initiatives and assist in the delivery of organisational goals.
- Participate in regular performance management planning and review processes with immediate manager.
- Undertake identified training and development activities/programmes.
- Provide regular and /or ad-hoc reports to immediate manager when required in an agreed format for the purpose of monthly supervision, team meetings and six monthly and annual individual development reviews.
- Attend Regional and Team meetings as required.
- Maintain confidentiality at all times.
- Comply with all GMCT policies and procedures.
- Understand and adhere to all OH&S policy, legislation, regulation, risk management strategy, policy and procedure.
- Be responsible for effective risk management including incident reporting, and ensuring that management is aware of risks associated with business operations.
- Assist their manager in the identification, development and maintenance of the health and safety improvement action plan.
- Develop agreed and measurable success measures to support the health and safety management action plan and health and safety management strategy.
- Assist their manager in the input of risks, hazards or environmental risks into the risk register database.
- Implement hazard management practices in their daily activities.
- Report any injury, illness, asset or financial losses, hazard and near miss incidents to their manager/supervisor within 24 hours of detection in accordance with GMCT procedures.
- Comply with health and safety practices in accordance with the OH&S Regulations 2007, Victorian WorkCover Authority Codes of Practice and GMCT Safety Management Plan 2014.
- Comply with all other Commonwealth and State legislation relevant to the organisation
- Undertake other duties as directed by immediate manager not specifically mentioned in this document, but within the capacity, qualifications and experience normally expected from persons occupying positions at this classification.

11. Key selection criteria

Applicants must address the following criteria in writing to be considered for this position

All selection criteria are essential unless marked as 'desirable'

Qualifications & experience

- TAFE Certification in bookkeeping or equivalent studies in finance.
- A minimum of 2 years of recent experience in all aspects of accounts payable and receivable including month end.

Skills / abilities

- Demonstrated skills and experience in administration and knowledge of Microsoft Office software
- Strong time management skills with the ability to assess problems and propose solutions.
- Excellent interpersonal and communication skills that facilitate effective and professional communication with a wide range of people from varied backgrounds.
- Attention to detail and high level of accuracy
- Communicate effectively in both written and verbal form across all levels of the business
- Current Driver's license Current Driver's license
- Experience with "Authority" (Civica) will be highly regarded

Personal Qualities

- A high level of energy and enthusiasm
- Positive team-working approach
- Ability to show initiative, be a self-starter and work autonomously
- Willingness to learn and undertake training if required

I have read and understood the requirements of this role

Employee

Signature

Print Name
Date

Manager

Signature

Print Name
Date

Relevant physical requirements

Requirements	Frequency of Occurrence (tick where appropriate ✓)				Comments
	Rarely 0% to 5%	Occasionally 6% to 33%	Frequently 34% to 66%	Regularly 67%-100%	
Weights and Forces					
Lifting from floor to waist (<5 kg per item)	✓				
Lifting at waist height (<5 kg per item)		✓			
Lifting waist to shoulder (<5 kg per item)	✓				
Carrying	✓				
Pushing (trolley weighing up to 50kg)	✓				
Pulling (trolley weighing up to 50kg)	✓				
Moving equipment and/or furniture	✓				
Holding or supporting	✓				
Above shoulder	✓				
Whole Body and Lower Limb Movement					
Standing			✓		
Sitting - at desk			✓		
Sitting - vehicle			✓		
Walking				✓	
Walking - whilst carrying	✓				
Walking - on uneven ground			✓		
Climbing - stairs	✓				
Climbing - ladders	✓				
Driving - passenger vehicle				✓	
Computer - desktop				✓	
Computer - laptop	✓				
Squatting	✓				
Kneeling	✓				
Upper Body and Upper Limb Movement					
Reach - forward (>30cm from body)	✓				
Reach - side (>30cm from body)	✓				
Reach - above shoulder	✓				
Gripping or grabbing	✓				
Bending neck - looking up		✓			
Bending neck - looking down					
Rotating neck	✓				
Requirements	Frequency of Occurrence				Comments
	Rarely 0% to 5%	Occasionally 6% to 33%	Frequently 34% to 66%	Regularly 67%-100%	
Bending spine - forward	✓				

Bending spine - backward	√				
Twisting spine to side	√				
Writing with pen or pencil				√	
Typing				√	
Sensory					
Hearing - holding direct conversation and telephone				√	
Hearing - alarms , signals, disturbance	√				
Visual - read printed material, signage				√	
Visual - read computer screens				√	
Visual - driving				√	
Other					

I have read and understood the requirements of this role

Employee

Signature

**Print Name
Date**

Manager

Signature

**Print Name
Date**