

 <p>The Greater Metropolitan Cemeteries Trust Lasting memories, peaceful places.</p>	Position description
Position Title	Corporate Accountant
Fixed Term Contract or EBA	EBA
Status	Full time, Ongoing
Classification and remuneration (remuneration EBA only)	Level 4.1 (\$66,971.43)
Hours of Work	38 hours per week/5 days per week
Region	North
Primary Location	Fawkner
Date PD Adopted	December 2018

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. We recognise that our industry sector is not immune to change, and is being shaped by a number of trends. We are in a strong position to respond to these trends but require a workforce that is agile, resilient and up for change and innovation.

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. Harkness (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 Chief Financial Officer, Manager Finance, Senior Finance Business Partner, Management Accountant, Senior Financial Accountant, Corporate 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 all department.
External Liaisons:	Funeral Directors, Suppliers and Internal & External Auditors.

6. Position context

The corporate accountant will be accountable for the following:

- responsible for the accurate processing of accounting information and to
- provide reporting and analysis support to the business in a timely manner
- assist management with end of month activities and to manage all associated activities, whilst providing a quality and efficient service to clients
- assist the two accounts officers on a weekly basis in order to create a cross skill team, provide business support and career progression.

7. Position objectives

The corporate accountant will be responsible for developing, implementing and evaluating systems and processes which provide timely and appropriate accounts information to internal and external stakeholders.

The corporate accountant will ensure that all necessary processes associated with general ledger and accounts are completed:

- completion of general ledger 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 corporate accountant will support the accounts officer – accounts payable and receivable in delivering their objectives and tasks as part of the finance objective to cross skill and provide customer support

The corporate accountant will also work directly with the senior financial accountant and senior finance business partner in preparing and completing ad hoc tasks to assist in financial analysis and process improvement.

8. Key responsibilities

The corporate accountant is responsible for:

Administer general ledger and reconciliation 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 senior financial accountant
- prepare the general ledger reconciliations assigned to the role
- training supervisors and managers to extract and understand their cost centre transactions
- assist the supervisors and managers understanding the chart of accounts structure.
- prepare relevant statistics, graphs and reports for management and the trust
- assist in the preparation of monthly BAS
- assist in the preparation of monthly Superannuation lodgement
- review and post general ledger transactions based on credit card reconciliations provided by management

Administer customer refunds, including:

- review customer refunds received by customer service department comply with GMCT process and procedures
- customer refunds reporting and analytics
- promote continuous improvement through more effective work practice across the departments involved
- assist in processing the Customer Refunds payment in the system

Administer the Trust module including:

- process additions and redemptions as required within the module
- perform module reconciliations
- ensure ongoing accuracy and completeness of the data with consultation with other divisions as necessary

Administer Asset Capitalisation Management:

- review project information and process asset capitalisation
- process asset disposals based on information provided by asset managers
- process monthly depreciation within the asset management module
- perform account reconciliations
- assess ongoing accuracy of data integrity and reporting while consulting departments as necessary.

Assist with accounts payable and liaise with creditors as required which may include:

- create and maintain creditors files and records
- manage motor vehicle requirements such as fleet cards and City Link.
- prepare and process payment run.
- review monthly creditor's accruals and AP reports.

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

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 & 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 	

<ul style="list-style-type: none"> • 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 & 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 	

<ul style="list-style-type: none"> 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
Operational Excellence – drives and supports improvements in operations that enhance productivity efficiency and effectiveness whilst maintaining safety and minimise risk	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
Emotional Intelligence – identifies, controls and appropriately expresses emotions of self, and manages the emotions of others with empathy and respect	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

- Bachelor degree in Accounting or equivalent
- CA or CPA qualified (or working towards desirable)
- a minimum of 3 years of recent experience in all aspects of basic accounting, accounts receivable and payable including month end

Skills / abilities

- strong time management skills
- 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
- current Driver's license

Other requirements

- strong listening skills.
- strong work ethic.
- focused, committed, responsible and accountable
- ability to work in harmony with co-workers
- eager and willing to add to knowledge base and skills

Technical skills

- demonstrated skills and experience in the suite of Microsoft products – Excel, Word PowerPoint etc
- exposure to finance related systems

Relevant physical requirements

Requirements	Frequency of occurrence (check box where appropriate)				Comments
	Rarely 0% to 5%	Occasionally 6% to 33%	Frequently 34% to	Regularly 67%-100%	
Weights and forces					
Lifting from floor to waist (<5 kg per item)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Lifting at waist height (<5 kg per item)	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Lifting waist to above shoulder (<5 kg per item)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Carrying	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Pushing (trolley weighing up to 50kg)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Pulling (trolley weighing up to 50kg)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Moving equipment and/or furniture	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Holding or supporting	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Above shoulder	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Whole body and lower limb movement					
Standing	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Sitting - at desk	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Sitting – vehicle	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Walking	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Walking – whilst carrying	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Walking – on uneven ground	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Climbing – stairs	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Climbing - ladders	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Driving – passenger vehicle	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Computer – desktop	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Computer - laptop	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Squatting	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Kneeling	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Upper body and upper limb movement					
Reach - forward (>30cm from body)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Reach - side (>30cm from body)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Reach – above shoulder	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Gripping or grabbing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Bending neck - looking up	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Bending neck - looking down	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Rotating neck	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	

Bending spine - forward	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Bending spine - backward	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Twisting spine to side	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Writing with pen or pencil	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Typing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Sensory					
Hearing – holding direct conversation and telephone	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Hearing – alarms , signals, disturbance	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Visual – read printed material, signage	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Visual – read computer screens	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Visual - driving	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Other					

I have read and understood the requirements of this role

Employee

Signature **Print Name** **Date**

Manager

Signature **Print Name** **Date**