

# Position Description



## Position Summary

<b>Position Title:</b>	Creditors Officer
<b>Position Status:</b>	Permanent, part time
<b>Reports to:</b>	Financial Accountant
<b>Location:</b>	Administration Building   Cnr Tamar and Cherry Streets, Ballina
<b>Applicable Grade:</b>	Grade 7
<b>Additional:</b>	Incumbent must be willing and available to work additional days during busy periods and to relieve leave

## Position Objective

- To assist the Creditors team in undertaking Council's creditor accounting services.
- To provide a high level of customer service to Council's internal and external customers through prompt, efficient and accurate processing of Council's creditor payments.

## Organisational Relationships

<b>Within Division:</b>	Director Corporate and Community Financial Accountant Financial Services Staff	Manager Financial Services Creditors Officers
<b>Within Council:</b>	General Manager	All Council employees
<b>External to Council:</b>	Members of the public	Local businesses

### Our Vision

The Ballina Shire is safe, with a connected community, a healthy environment and a thriving economy.

### Our Community Values (CARES)

Creative \* Accessible \* Respect \* Energetic \* Safe \*

## Key Duties and Responsibilities

Key duties of the position include, but are not limited to, the following:

### Customer Service

- Provide professional and timely advice to management, staff and the public with respect to position related matters.
- Interpret and apply technical concepts and practices to resolve formal complaints, problems and explain policy.
- Promote a positive image for Council through efficient and effective responses to public enquiries at the counter, over the phone and on site concerning general enquiries.

### Creditors Processing

- Provide high level support in the effective delivery of high level and quality creditor accounting services for Council.
- Assist with staff credit cards.
- Assist in processing orders from requisitions as required.
- Ensure adequate working papers exist to support all payments drawn.
- Ensure information is accurately entered into Council's computer system to enable accurate generation of cheques.

### Written Communication

- Respond to correspondence in accordance with Council's customer service and communication guidelines.
- Prepare clear and concise reports to Council and relevant governing bodies on issues as they relate to this position.
- Prepare material for use by the public that clearly and succinctly explains Council policies.
- Contribute to the development of Council policies that reflect the culture, values and objectives of the organisation.

### Financial Management

- Ensure works are undertaken and finances are managed within specified budgets.
- Ensure works are undertaken in compliance with designated resource allocation.
- Financial progress reports are provided to management in a clear and concise manner according to Council requirements.

### Work Health and Safety

- Ensure that all work is carried out in accordance with Council's safe work procedures and work health and safety policies.

### Teamwork

- Participate as a positive team member and contribute to the achievement of team goals and objectives.

### Continual Improvement

- Identify and contribute to process, systems and procedures improvements that deliver quality services and projects.

## Key Outcomes and Performance Standards

The below key outcomes and performance standards are required by all staff. They are to be demonstrated each and every year to enable eligibility for assessment of pay progression.

The performance standards must occur within the context of Council's community and work environment, including day to day operations, policies and procedures.

Key Outcome	Performance Standard
<i>Follow defined WHS procedures</i>	<ul style="list-style-type: none"> <li>• Workplace procedures and instructions for controlling risks are followed accurately.</li> <li>• Hazards in the work area are recognised and reported to the immediate supervisor.</li> <li>• Reports on accidents and incidents are provided to the immediate supervisor in accordance with Council requirements.</li> <li>• Assist others in the work team with implementing risk management policies and procedures.</li> </ul>
<i>Provide service to customers</i>	<ul style="list-style-type: none"> <li>• Handles requests for action or information using Council's protocol and procedures.</li> <li>• Responds accurately to verbal enquiries from the community about specific work area and functions.</li> <li>• Carries out all processes within the agreed Council timeframes.</li> </ul>
<i>Work effectively within and for Ballina Shire Council</i>	<ul style="list-style-type: none"> <li>• Duties are performed in accordance with Council administrative and people and culture policies such as timekeeping, information management, WHS and EEO.</li> <li>• Own work is monitored and improved, according to requirements for job quality, customer service.</li> <li>• Requests for assistance from other staff or the public are responded to promptly and appropriately.</li> <li>• Effectively contribute to change processes and other ideas in a constructive and productive way.</li> </ul>
<i>Work with others in Council</i>	<ul style="list-style-type: none"> <li>• Duties are undertaken in a manner that promotes cooperation and good relationships within Council.</li> <li>• Work information is shared with co-workers to ensure designated work goals are met.</li> <li>• Communication with others is conducted in a clear and concise manner and focused on the best way to achieve work objectives.</li> <li>• The principles and intent of Equal Employment Opportunity (EEO) are observed and implemented.</li> </ul>
<i>Communicate effectively in the workplace</i>	<ul style="list-style-type: none"> <li>• Participation with work group and other teams is supportive, efficient and effective, with the primary goal of helping achieve Council's objectives.</li> <li>• Participation in work meetings is consistent with purpose of meeting and meeting conventions understood and observed.</li> <li>• Information, instructions and decisions are understood and adhered to.</li> <li>• Provide concise, relevant work information in response to supervisor requests within designated timeframes.</li> </ul>
<i>Follow defined ethical guidelines from Council, including its Code of Conduct and uphold Council values</i>	<ul style="list-style-type: none"> <li>• Understanding and day to day implementation of Council's Code of Conduct and Public Interest Disclosures Act.</li> <li>• Any potential conflicts of interest are reported immediately to the relevant Council officer.</li> <li>• Support is given to other staff who may wish to report any potential conflicts of interest.</li> <li>• Understand and comply with Fraud and Corruption Policy and Plan.</li> </ul>

## Selection Criteria

The following essential and desirable criteria must be addressed as part of your application. Applications that do not address these criteria will not be considered.

### Essential

Applicants must meet the following criteria:

- Behaviour that positively demonstrates Council's values of creative, accessible, respect, energetic and safe.
- Demonstrated recent experience in a relevant finance field including data entry and reconciliations.
- Proven ability to manage a high volume workload while maintaining accuracy and attention to detail.
- Demonstrated well developed communication skills, both oral and written.
- Proven ability to work independently and in a team environment.
- Demonstrated experience and competence in the use of the Microsoft Office package, finance specific software and other corporate software.
- Demonstrated experience in the provision of high level customer service, both face-to-face and over the telephone.
- Ability and willingness to work additional days during peak work periods and to cover staff absences when required.
- Knowledge and understanding of the principles and practices of equal employment opportunity and work health and safety and an ability to apply them to the work practices.

### Desirable

The following criteria are considered important and demonstrated capacity to satisfy them will be highly regarded:

- Understanding of GST in a Local Government context.
- Experience with Authority Local Government applications software.

# Information Package

## Creditors Officer



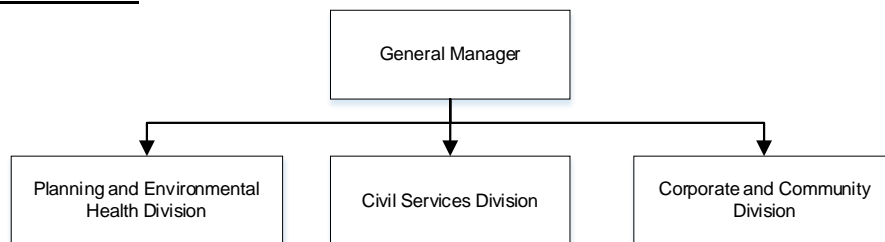
APPLICATIONS CLOSE: Sunday 18 June 2023

### Position Overview

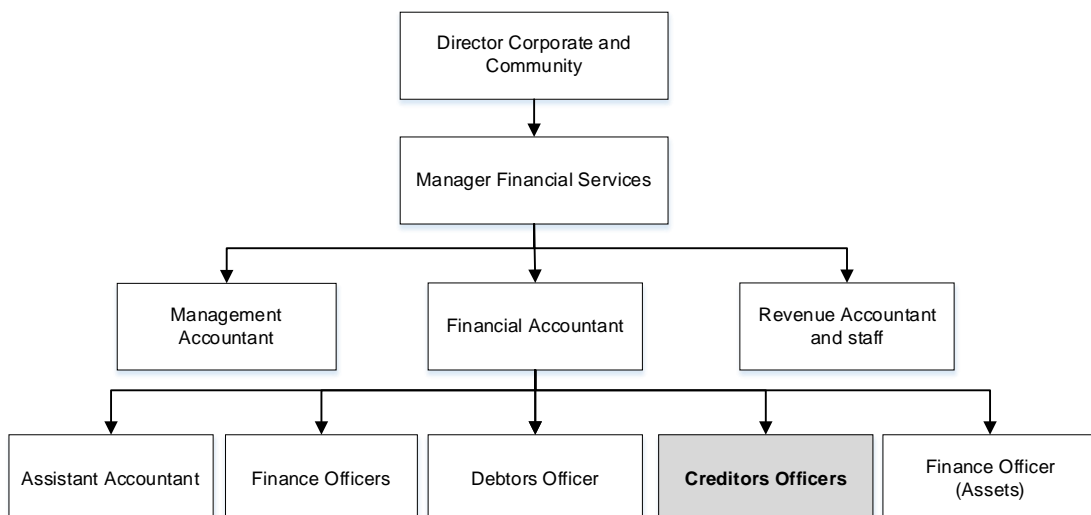
Reporting to Council's Financial Accountant, this role is responsible for supporting the Financial Services Section to provide efficient and effective creditor accounting services in line with statutory requirements and Council's policies and procedures. A key focus of this position will be to provide high level customer service to Council's internal and external customers through the prompt, efficient and accurate processing of Council's creditor payments.

### Structure

#### Corporate Structure



#### Section Structure



## Corporate Vision and Values

It is considered highly important that the vision and values of Council's employees align with that of Council. It is therefore paramount that the successful candidate for this position demonstrates qualities that will assist Council in achieving the following:

**Vision:** Ballina Shire is safe, with a connected community, a healthy environment and a thriving economy.

**Community Values:** Creative | Accessible | Respect | Energetic | Safe

## Pre-employment Assessments

Prior to being appointed to the position of Creditors Officer, short-listed candidates will need to successfully complete the following pre-employment assessments:

- Pre-employment medical self assessment – the completion of Council's pre-employment medical self assessment form to assess overall health and well-being to determine suitability to the duties of the position.
- Criminal history check.

## Hours of Work

Hours of work for this part time position are 14 hours per week to be worked across two to three days. Working days and hours will be negotiated with the successful candidate.

## Remuneration Package

Conditions of employment will be in accordance with the terms and conditions of the Local Government (State) Award 2020. The part time position of Creditors Officer is assessed at Grade 7 under Council's salary structure, and provides an annual salary range of \$22,700 to \$26,100 (plus superannuation), dependent upon experience, skills and qualifications.

In addition, the position will have access to a range of other benefits including educational assistance initiatives, a very attractive training support program and a subsidised non-compulsory uniform.

## Application Requirements

Applicants must submit documentation addressing the selection criteria for the position. The essential and desirable criteria for the position of Creditors Officer are listed in the Position Description. Applications that do not address these criteria will not be considered. In addition, a resume with the following details needs to be provided:

- Relevant education and qualifications (interviewed candidates will need to produce original qualifications at time of interview)
- Relevant work experience
- Contact details of at least two professional referees, including your current employer.

## Submission of Application

Applications can be submitted online at **[ballina.nsw.gov.au/careers](https://ballina.nsw.gov.au/careers)**

## Recruitment Process

Council's recruitment process is conducted according to strict confidentiality and equal employment opportunity standards. It is Council's aim to complete the recruitment process and notify candidates of an outcome within four weeks of the closing date, however this timeframe can be extended due to unforeseen circumstances. As a guide, the expected timeframe for the recruitment process for Creditors Officer is as follows:

Closing date: Sunday 18 June 2023

Interview date: Week commencing 19 June 2023

Candidates notified of outcome: Week commencing 26 June 2023

For further information on this recruitment process, please contact Council's People and Culture section on 02 6686 1443.