

# Accounts Officer

Oxfam is committed to preventing any type of unwanted behavior at work including sexual harassment, exploitation and abuse, lack of integrity and financial misconduct; and committed to promoting the welfare of children, young people and adults. Oxfam expects all staff and volunteers to share this commitment through our code of conduct. We place a high priority on ensuring that only those who share and demonstrate our values are recruited to work for us.

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|-------------------------------|---|
| <b>Position Number</b>        | 0021  |
| <b>Classification</b>         | Category 5  |
| <b>Section/Unit</b>           | Capability and Impact / Finance   |
| <b>Reports to</b>             | Accounts Team Leader  |
| <b>Location</b>               | Melbourne, you may also be required to work at other locations as necessary |
| <b>Employment Basis</b>       | Fixed Term (Backfilling Leave Arrangements)                                 |
| <b>Hours of Work</b>          | 35 hours per week   |
| <b>Suitable for Job Share</b> | Yes   |
| <b>On Call Duties</b>         | No  |
| <b>Date Last Reviewed</b>     | February 2020   |

### Scope of Position

The Accounts Officer is responsible for processing all aspects of domestic and overseas payments, receivables and reconciling banking data for all entities in the Oxfam Australia group. The role contributes to and supports the achievements of the team goals including the development and implementation of process improvements within the team and ensures good relationships with all internal and external customers. While the role will focus on one work area, they will be expected to develop expertise in all areas of the role.

### 1. Key Responsibilities

#### Reconciliations

- 1.1 Reconcile daily income data between donor database and finance systems
- 1.2 Investigate and solve complex reconciliation issues relating to interface programs and third-party payment gateways
- 1.3 Prepare monthly income report reconciling between donor database and SAP
- 1.4 Maintains finance systems to ensure compliance against finance policies and procedures
- 1.5 Preparation of GL reconciliations as delegated and in accordance with period end deadline

#### Receivables

- 1.6 Ensure accurate and timely processing of all income and accounts receivable data
- 1.7 Process credit card resubmission files for bank, and liaise with banks regarding income queries
- 1.8 Maintains the customer database to ensure compliance against finance policies and procedures
- 1.9 Perform allocations of income transactions in a timely manner

- 1.10 Process banking income (cash & cheques)
- 1.11 Investigation and resolve financial queries relating to donors, customers and accounts receivable
- 1.12 Liaise with Customer Service staff to ensure accuracy and timeliness in processing of refunds for the Group
- 1.13 Pursue overdue customer payments; perform early stages of debt collection; process payments received
- 1.14 Preparation of GL reconciliations as delegated and in accordance with period end deadline

#### Payables

- 1.15 Ensure accurate and timely processing of all domestic and overseas supplier invoices and accounts payable data
- 1.16 Update exchange rates in financial system; liaise with bank to achieve the best exchange rate for overseas payments; report balances of hedging instruments
- 1.17 Monitor payables transactions for compliance against finance policies and procedures
- 1.18 Validate and reconcile expense system import transactions
- 1.19 Prepare electronic payment files for bank submission, and liaise with banks regarding payment queries
- 1.20 Investigation and resolve financial queries relating to suppliers and accounts payable
- 1.21 Check and record state office finance returns
- 1.22 Reconcile supplier statements and follow up unidentified transactions
- 1.23 Maintain and reconcile all cash holdings
- 1.24 Preparation of GL reconciliations as delegated and in accordance period end deadline

#### Other

- 1.25 Develop expertise in all aspects of this role
- 1.26 Provide comprehensive leave cover for other Accounts Officers
- 1.27 Assist with identification of systems or process improvements within finance; work with senior staff to implement improvements
- 1.28 Proactively engage in internal discussions to ensure understanding of broader finance functions
- 1.29 Provides assistance to senior employees in planning, coordinating, implementing and administering finance policies and procedures
- 1.30 As delegated, engage in cross-organisational initiatives as they relate to the functions of the Finance Unit
- 1.31 Provide general administrative support including mail handing and filing
- 1.32 Provide support for the Team Leader and other senior finance staff as required
- 1.33 Other related duties as delegated

## **2. Budget**

- 2.1 This position has no responsibility for the formulation and monitoring of the Finance operational budget

### **3. Policy**

- 3.1.1 This position contributes to the development, implementation and monitoring of financial policies and procedures
- 3.2 Ensure effective implementation of agency policy and procedures across all areas of responsibility

### **4. Human Resources**

- 4.1 The position has no responsibility for the supervision of paid staff but may be required to recruit, train and supervise volunteers
- 4.2 Required to undertake job responsibilities in a manner consistent with equity, diversity, child safe and staff health and wellbeing policies and procedures
- 4.3 Monitor workload and work environment and take reasonable steps to minimise risks to self and others

### **5. Knowledge**

- 5.1 Knowledge of SAP ERP Financials highly regarded
- 5.2 Sound knowledge and experience in accounts payable and accounts receivable processes including experience in using automated accounts payable systems
- 5.3 Capacity to investigate and resolve complex reconciliation problems
- 5.4 High levels of computer literacy with a proven intermediate level of competency with MS Excel
- 5.5 Knowledge of accounting principles and practices desirable
- 5.6 Experience in a broad range of basic office administrative tasks

### **6. Skills & Personal Attributes**

- 6.1 Essential skills:
  - Well developed customer service skills
  - Excellent time management and personal organisational skills
  - Ability to perform complex bank account and balance sheet account reconciliations
  - Good written and verbal communication skills
- 6.2 Personal Attributes:
  - Friendly, courteous and professional manner
  - Ability to follow procedures
  - A high level of self-motivation and be able to work with limited supervision
  - Ability to work under pressure and meet required deadlines
  - Strong attention to detail and accuracy with figures
  - Ability to work independently and as part of a team
  - Ability to identify systemic and procedural improvements
  - Capacity to balance work demands with other life needs and to model an appropriate work style to peers and colleagues.
  - Understanding of and commitment to adhere to equity, diversity, child safe and staff health and wellbeing principles.
  - Ability to demonstrate sensitivity to cultural differences and gender issues, as well as the commitment to equal opportunities.
  - Ability to demonstrate an openness and willingness to learn about the application of gender/gender mainstreaming, women's rights, and diversity for all aspects of development work.

- Commitment to Oxfam's safeguarding policies to ensure all people who come into contact with Oxfam are as safe as possible.

### 6.3 Personal Values

- Accountability - Able to set clear goals and monitor personal progress against them.
- Empowerment – Capable of having open, honest and respectful dialogue with others, respecting and including partnerships and communities perspectives into our working activities.
- Equality – Work to high ethical standards and treat all people with respect.
- Inclusiveness – Embrace diversity and able to enrich work activities with diverse perspectives.
- Sustainability – Committed to achieving sustainable results in all aspects of their work.

### 7. Travel

There is no requirement to travel for this position.

### 8. Child Safeguarding

As an agency undertaking work both nationally and internationally and in humanitarian response, OAU takes its duty of care seriously to safeguard children and recognises that it must meet community expectations and the trust placed in its personnel to maintain the highest standards of conduct with children. Therefore, all positions within OAU are required to understand and comply with the Child Safeguarding Policy, Code of Conduct, toolkit and and Social Media User Policy.

### Signature

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**Employee Name**

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**Employee Signature**

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**Date**