

**SYSTEMS SUPPORT OFFICER
POSITION DESCRIPTION**

REPORTS TO Senior Finance Manager	GRADE 3
ORGANISATIONAL SUMMARY The Diocese of Maitland-Newcastle serves the people of the Newcastle, Hunter and Manning regions which have a population of some 160,000 Catholics. Through its parishes, pastoral groups, and its agencies of Catholic Schools, CatholicCare, St Nicholas Early Education and other agencies the diocese provides faith, spiritual, pastoral, educational, social welfare, and community development. The Diocese employs approximately 3,500 staff across its parishes and agencies. Our Shared Services team works with all aspects of the Diocese of Maitland-Newcastle to support the achievement of our overall Diocesan Strategy through the delivery of the shared services Operational Plan.	
VISION To live the joy of the Gospel and share it with the world.	
MISSION We are committed to serving all in the community so that they may experience life to the fullest.	
OUR VALUES Compassion Hope Integrity Justice Participation	
PRIMARY PURPOSE This position is responsible for the administration of the finance functions for the Diocesan Education sector, in relation to schools. The System Support Officer interacts with other Finance Shared Service team members, and colleagues from across the Diocese, and communicates with schools, external suppliers/providers and customers in performing accounts functions. The incumbent commits to working within Work Health and Safety guidelines and Code of Conduct at all times whilst in the employ of the Catholic Diocese of Maitland-Newcastle.	
KEY ACCOUNTABILITIES	
KEY PERFORMANCE AREA Accounts Payable system administration and control	Administer all aspects of the procurement to pay cycle. This includes: <ul style="list-style-type: none"> • Check purchase orders (PO) and good receipts (GIR) for auto matching to invoice • ensure outstanding PO and GIR are monitored and actioned in a timely manner • provide advice and support to services in the operation of the payables system

	<ul style="list-style-type: none"> • assist in the development and maintenance of accounts payable systems and procedures • observe all internal controls in relation to accounts payable
Accounts Receivable	<ul style="list-style-type: none"> • Assist with processing of electronic receipts • Assist with ensuring accuracy of student billing information • Assist with reconciliation of bank transactions • Assist schools with student billing and maintenance of student billing information • Assist with processing of student credits
Compliance	<ul style="list-style-type: none"> • Assist with ensuring accuracy of data entry information at school level • Assist with collection of data for internal and external audit • Assist with ensuring compliance with finance related regulatory and legislative requirements
Reporting and reconciliations	<ul style="list-style-type: none"> • Prepare reports as required • Provide financial information to monitor organisational compliance • Provide accounts payable data as input to service /supply tender documentation preparation • Assist with schools combined bank reconciliation process
Relationships and customer service	<ul style="list-style-type: none"> • Build effective working relationships with stakeholders, both internally and externally. • Respond to queries • Actively and positively collaborate with colleagues across the schools and Finance Shared Services teams
Continuous improvement	<ul style="list-style-type: none"> • Assist in the regular review of financial procedures • Suggest strategies to improve customer service • Suggest strategies to improve operational processes
Debtor support	<ul style="list-style-type: none"> • Assist schools with undertaking relevant and timely collection of outstanding debt • Support schools with maximising collections whilst maintaining relationship with fee payer body
Undertake other duties relevant & appropriate to the position	<ul style="list-style-type: none"> • Provide relief and backup support to other Finance positions where appropriate • Additional duties as directed by the Senior Financial Officer from time to time

QUALIFICATIONS

Essential

- Certificate IV Business (Financial Administration)
- Current Working With Children Check (WWCC)

SKILLS AND EXPERIENCE

- Experience in a school – minimum 5 years in a senior finance role
- Experience with both SAS, TechnologyOne and Compass systems
- Experience with cloud-based workflow automation platforms
- Experience with creation of Powerpoint presentations
- Excellent interpersonal, communication and organisational skills with the capacity to work effectively in a team
- Proven capacity to work through an issue to completion
- Proven experience in the administration of school finances at a high level
- Sound knowledge of gl coding
- Ability to work with discretion and maintain confidentiality
- High level computer literacy including experience with PCs (particularly MS Word and Excel) and computerised purchasing and financial information management systems
- Excellent interpersonal and communication (written and oral) skills, including effective telephone manner
- Advanced excel spreadsheet experience
- High troubleshooting skills to identify and rectify issues in a timely manner

KEY RELATIONSHIPS

INTERNAL	EXTERNAL
Schools and Other Diocesan Agencies	Internal and External auditors
Shared Services Finance Team	
Diocesan staff and volunteers	

SUCCESSION PLANNING

Positions which could succeed to this role:

- School Finance Officer

LEGISLATIVE AND RISK REQUIREMENTS

Occupants must:

- Abide by the laws of the Commonwealth of Australia and NSW and the policies of the Catholic Diocese of Maitland-Newcastle.
- Report, as soon as practicable to the Head of Human Resources, any criminal action taken against them, or civil action that may have an impact of the reputation of the Catholic Diocese of Maitland-Newcastle or may lead to a conflict of interest;
- Take reasonable action to understand and familiarise himself/herself with the Catholic Diocese of Maitland-Newcastle's policies and procedures, including those relating to the expected Code of Conduct and confidentiality.

- Not take advantage of their role at the Catholic Diocese of Maitland-Newcastle for personal gain;
- Take responsibility for their own health, safety and wellbeing and that of other employees, clients, contractors and visitors in the Catholic Diocese of Maitland-Newcastle workplaces, understanding that all employees have a duty of care toward one another.

EXPECTED EMPLOYEE BEHAVIOUR

Employees must:

- Treat all people with respect, sensitivity, courtesy, understanding and compassion
- Embrace diversity and difference in those they serve or with whom they work
- Promote personal growth, ongoing professional development and develop both in themselves and others
- Commit themselves to effective professional working relationships with colleagues and clients
- Through the exhibition of justice and fairness in relationships and service, promote proper working conditions and also recognise when injustice, unfairness and abuse occurs in the workplace and respond appropriately
- Exhibit transparency, accountability and act responsibly in the use of Church resources
- Provide professional and competent service
- Comply with relevant legislation and directives
- Be mindful of privacy principles and manage information accordingly

Signature of Incumbent:

Date:

Incumbent's Name:

Position Description Last Reviewed

Next Review is due on