



Ngā Kōrero e pā ana ki te Tūranga

Job Description

Advisor, Accounts Receivable

Business Group	Te Pou Rangatōpū Corporate
Location	Wellington
Salary band	A4

Mahi i roto i te Ratonga Tūmatanui | Working in the Public Service

Ka mahitahi mātou o te ratonga tūmatanui kia hei painga mō ngā tāngata o Aotearoa i āiane, ā, hei ngā rā ki tua hoki. He kawenga tino whaitake tā mātou hei tautoko i te Karauna i runga i āna hononga ki a ngāi Māori i raro i te Tiriti o Waitangi. Ka tautoko mātou i te kāwanatanga manapori. Ka whakakotahingia mātou e te wairua whakarato ki ō mātou hapori, ā, e arahina ana mātou e ngā mātāpono me ngā tikanga matua o te ratonga tūmatanui i roto i ā mātou mahi.

In the public service we work collectively to make a meaningful difference for New Zealanders now and in the future. We have an important role in supporting the Crown in its relationships with Māori under the Treaty of Waitangi. We support democratic government. We are unified by a spirit of service to our communities and guided by the core principles and values of the public service in our work.

Mō ētahi atu kōrero hei whakamārama i tēnei kaupapa, haere ki | You can find out more about what this means at [Role and purpose - Te Kawa Mataaho Public Service Commission](#).

To Mātou Aronga | What we do for Aotearoa New Zealand

At Te Tāhuhu o te Mātauranga | Ministry of Education, delivering our purpose makes a real difference to all ākonga of Aotearoa:

***He mea tārai e mātou te mātauranga kia rangatira ai, kia mana taurite ai ōna huanga
We shape an education system that delivers excellent and equitable outcomes***

We fulfil our purpose by:

- delivering services and support nationally, regionally and locally to and through the education sector and in some cases directly to ākonga and whānau
- shaping the policies, settings and performance of the education system so that it is well placed to deliver equitable outcomes for ākonga and their whānau, from early learning through tertiary.

Tēnei Tūranga | About the role

This role is part of the Financial Payments & Collections team who are responsible to ensure the accurate and timely payment and collection of all Ministry transactions.

The main purpose of the role is to:

- provide accurate billing, receipting and timely collection of all Ministry receivable transactions.
- provide professional support and service to customers.

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Ngā Haepapa | Accountabilities

As a Specialist within Te Tāhuhu o te Mātauranga | the Ministry of Education you will:

- Share specialist knowledge across the organisation and with stakeholders, working with others to inform operational level decision making.
- Contribute to an effective team with a positive approach to the work environment that encourages and supports high performance, collaboration and problem solving.
- Lead the resolution of issues, identifying risks and solutions to protect and enhance the integrity and reputation of the Ministry.
- Lead or contribute to the development and implementation of innovative and fit-for purpose solutions and frameworks for current and future challenges.
- Develop and use data and insights to make evidence-based decisions and recommendations on operational issues.
- Build capability in others through coaching, quality assurance, and proactively sharing knowledge and expertise.

As the Advisor, Accounts Receivable you will:

Service Delivery

Deliver effectively to the needs of internal and external stakeholders, including but not limited to:

- Perform daily accounts receivable and collection activities efficiently, accurately, and within agreed timeframes, policies and processes
- Providing accurate and reliable advice in respect of accounts receivable activities to customers on a timely basis
- Accounts receivable activities include but are not limited to:
 - Customer account maintenance in Oracle Fusion
 - Customer invoice creation, based upon invoice request information and recurring invoices
 - Process and allocate customer receipts on the basis of remittances and bank deposits
 - Process any adjustments (eg. bank fees) to customer accounts
 - Payroll adhoc adjustments, recovery, manual pays and bank reconciliation
 - Prepare the daily bank reconciliation for all Ministry bank accounts
 - Reconcile customer accounts, research and correct discrepancies as required
 - Research and respond to account enquiry (inbox) queries
- Collections activities include but are not limited to:
 - Monitor aged receivables and maintain collection activity history
 - Identify, research and resolve any customer invoice disputes
 - Pursue the collection of overdue receivables from customers within policy timeframes
 - Liaise with third party debt collection agencies in relation to overdue debt
 - Assist with the calculation and analysis for any doubtful debt assessment or bad debt write off
- Liaison with internal and external auditors and completion of tasks as required on a timely basis

Other Duties

- Continuously improve processes and documentation
- Document and maintain business processes, desk files, user documentation and training materials
- Assist as required with testing of system releases
- Undertake projects or other tasks as requested by the Team Leader

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- Provide continuity of service and backup to other team members as required
- Assist with team training, mentoring and coaching
- Complete month end and period close tasks as back up to the Team Leader Accounts Receivable as required
- Assist with monthly bank reconciliations and balance sheets reconciliations for accounts receivable items within agreed timeframes and any reconciling items are cleared on a timely basis
- Deputise for the Team Leader Accounts Receivable as required

You will make decisions in accordance with the Ministry's policies and delegations framework.

Wheako | Experience

To be successful in this role you will have the following experience:

- Experience in a complex organisation
- Experience in building relationships and partnerships to achieve shared outcomes.
- 3 years or more experience in an Accounts Receivable role within a large organisation
- Prior debt collection experience is preferred
- Prior experience of working with MS Office and Oracle ERP, Fusion, or similar Tier 1 ERP systems

Ngā Āheinga | Capabilities

To be successful in this role you will have the following capabilities and competencies:

- A track record of bringing people together and leading, coaching and mentoring others to achieve outcomes.
- A proven ability to use data and insights to identify trends, risks and opportunities, to influence and guide organisational and system-level decision making.
- Excellent interpersonal and communication skills.
- A commitment to ongoing personal and professional development.
- A proactive, customer focused approach
- Strong numeracy, analytical and problem solving skills
- Ability to work quickly and accurately including a strong attention to detail
- Ability to take ownership of issues through to resolution
- Ability to work with peers in a collegial, constructive manner and develop good working relationships with internal and external contacts
- Sound literacy and verbal communication skills

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Tātai Pou | Our Cultural Competency

Tātai Pou is our Māori Cultural competency framework. It has been aligned and is complementary to the Māori Crown Relations Capability Framework (MCR). Tātai Pou is designed to support our people and organisation to give effect to the articles of te Tiriti o Waitangi in our work. The work-based capabilities have four focus areas and describe four levels of competency (high, consolidation, developing and essential) that enable us to deliver our partnership approach so that Māori enjoy and achieve educational success as Māori.

Pou Hono Valuing Māori	Developing
Pou Mana Knowledge of Māori content	Developing
Pou Kipa Achieving equitable education outcomes for Māori	Developing
Pou Aroā Critical consciousness of racial equity for Māori	Developing

Ngā Whakaaetanga | Approvals

Date Reviewed and Approved	Sep 2023
Approved By	HR Advisory