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|------------------------|--|---------------------------|-----------------------------------|
| <b>Role title</b>      | Senior Accounts Payable/Receivable Officer | <b>Grade</b>              | SCHCADS Award Level 5             |
| <b>Business unit</b>   | Finance                                    | <b>Division</b>           | Finance                           |
| <b>Engagement type</b> | Permanent                                  | <b>Engagement hours</b>   | Full time                         |
| <b>Role family</b>     | Finance and Technology                     | <b>Reports to</b>         | Financial Controller              |
| <b>Location</b>        | All SGCH offices                           | <b>In office category</b> | Hybrid - minimum 3 days in office |

## Purpose of the role

This role leads an Accounts Payable and/or Accounts Receivable team to deliver high-quality services to internal and external clients. The role ensures all financial information is processed accurately and in accordance with stated procedures, providing support and backup for the wider Finance team.

## Essential Criteria

- Tertiary qualification in an accounting or advanced bookkeeping or equivalent experience.
- Sound experience in finance, including bookkeeping, general ledger and end-of-month reporting and of supervising a team in accounts payable and accounts receivable.
- Demonstrated skills in customer service, organisational and time management, prioritising and planning, problem solving, communication and proficiency with Microsoft Office (intermediate level in Excel) and data entry.
- Ability to work with a business head and a social heart with self-motivation, compassion and resilience to manage competing deadlines and multiple stakeholders, continuously improve, and drive the best outcomes for the business and resolution for customers.

## Key Accountabilities

1. Lead the AR/AP function and team to deliver required business outcomes within the required timeframe by supporting the AP and AR Officers in their daily operations and ensuring all financial information is processed and reported on accurately and efficiently.
2. Act as an escalation point for the team and provide excellent customer service to internal and external clients, responding to enquiries promptly and professionally.
3. Manage the preparation and processing of creditor and debtor invoices, property charges, credit notes, journal entries, rent billing and the like, ensuring compliance with SGCH procedures.
4. Coordinate and produce regular reports including daily reconciliation, leasehold advance rent and ad hoc reports, maintain administrative systems, and assist with internal and year-end audits ensuring data accuracy and compliance.

5. Develop and implement instruction materials, systems, and procedures that are easily understood and executed by the team.
6. Maintain strong relationships with stakeholders, providing support and resolving disputes, and ensuring alignment with SGCH's goals and objectives.
7. Exercise delegated authority responsibly to ensure decisions are made within authorised limits and in alignment with SGCH's policies and procedures.
8. Contribute to a positive work culture through SGCH's ETHIC (Empowerment, Trust, Honesty, Integrity and Creativity) values to foster an inclusive and respectful work environment.
9. Promote a safe and healthy work environment by consistently following safety protocols, fostering a positive safety culture, and reporting hazards and incidents.
10. Provide support towards SGCH strategy including transformation and growth trajectory.

### Leadership accountabilities

This role leads a team of up to four direct reports.

Lead budget management and workforce planning providing comprehensive direction and alignment to SGCH's People and Culture strategy.

Lead and empower the team to deliver business outcomes that drive the performance, capability and capacity of SGCH, the business unit and team members to enhance service delivery.

Foster a collaborative and caring team environment by setting clear goals, supporting team members, and encouraging open communication for a respectful and inclusive culture.

Drive operational excellence by monitoring performance against key metrics, addressing issues with empathy, celebrating success, maintaining accountability and motivation within the team.

Promote continuous learning and personal growth through talent and succession plans, demonstrating a commitment to each team member's success, health and wellbeing.

Ensure team is compliant with all required HSW training

### St George Community Housing (SGCH) Overview

As a Tier 1 provider under the National Regulatory System for Community Housing, SGCH offers subsidised rental housing for people on very low to moderate incomes. We are a profit-for-purpose organisation that receives income from rent and reinvests it to deliver maintenance services and increase the supply of social and affordable housing. We balance business acumen with a social heart, strive for operational excellence and foster continuous learning and growth. We embody our ETHIC values and nurture a culture of kindness, respect, and teamwork to drive our mission to provide sustainable, safe, and affordable housing for all.