

Administration & Accounts Support Officer

Working closely with the Senior Administration Officer, Team Leader Procurement and Service Coordination, and other Service Coordination Officers (SCO's), this role will be responsible for entering instances of support (service delivery entries from supplier invoices) into the Customer Relationship Management (CRM) system and coding and processing invoices into Xero Accounting system ready for payment. This involves matching support services utilised with funding contracts and supports organised and identifying, reconciling differences, and following up any variances with internal staff and external suppliers.

A key focus on understanding system and process flows, working with, and identifying variances between underlying records, amending records where necessary and flagging issues to the service coordination team, Carer Support Planners and service providers. As it also involves entering invoices into a finance system and will require a strong understanding of Accounts Payable and related processes.

This role will liaise with internal teams and service providers to ensure details are accurately recorded in both the Customer Relationship Management (CRM) system and Finance system. It is a high throughput processing role, requires a high attention to detail and accurate recording of information in service contracts and invoice entry in the Customer Relationship Management (CRM) system.

Key Relationships

Internal - Finance Manager, Senior Administration Officer, Program Manager Procurement and Service Coordination, Team Leader - Procurement & Service Coordination, Team Leader - Carer Support Planning, Service Coordination Officers (SCOs), Carer Support Planners, Corporate Services team

External - Service Providers, Consortia Partners

Statement of Commitment

Carers SA believe that all vulnerable adults, and children and young people, have the right to be safe and feel safe and recognises that this is everyone's responsibility. Carer SA has a zero tolerance of harm or risk of harm against children and young people.

Carers SA is committed to the cultural safety of Aboriginal and Torres Strait Islander community, children and young people, the cultural safety of children and young people from culturally and / or linguistically diverse backgrounds and to providing a safe environment for vulnerable adults, children and young people with a disability.

Carers SA is committed to the National Principles for Child Safe Organisations.

Performance indicators

| S.no | Performance indicator | Measurement of performance indicator | Assessment period |
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| S.no | Performance indicator | Measurement of performance indicator | Assessment period |
|-------------|---|--|--------------------------|
| 1 | Data Entry of Instances of Support | Entering instances of support utilised (service delivery entries from supplier invoices) into the Customer Relationship Management (CRM) system. This is inline with contracts, funding allocated and DEX reporting requirements. | 12 months |
| 2 | Accuracy of Information | Confirming that invoices are accurate and communicating with service providers or SCOs for changes to invoices and contracts, as necessary. Follow up and accurate rectification of inaccurate data entry or mismatched data within the CRM to ensure accuracy of funds, contracts and service delivery entries recorded. Identifying data reconciliation issues and problem solving steps to undertake to fix the issue. Clarifying scope of services and contracts in place for services approved in contracts versus amount invoiced for payment. | 12 months |
| 3 | Reconciliation of Support Services | Reconcile Support Services utilised with contracts and funding allocated and ensuring that data entry is accurate. | 12 months |
| 4 | Process Improvements | Improvements Identifying data entry issues, recording and linkage of data through the system and suggest improvements. | 12 months |
| 5 | Administration | Work with the Corporate Services team to respond to queries and maintain data accuracy to ensure smooth payment of invoices. Provide administration support when required to department managers and Finance team, including statement mailout. | 12 months |
| 6 | Reporting and Month End and Quarterly Deadlines | Ensure that both end of month and end of quarter deadlines are met for data entry. Running of accurate and timely (periodic and end of month) reports in excel and from the CRM. | 12 months |
| 7 | Xero Accounting System | Accurate entry of invoices into Xero accounting system, including recording of GST. | 12 months |
| 8 | Children and Young People | Support Carers SA as a child safe organisation by undertaking screening for suitability to work with children, young people, and vulnerable adults and to comply with relevant legislative requirements. Show a commitment to National Child Safety Principles and Carers SA Code of Conduct. | 12 months |

| S.no | Performance indicator | Measurement of performance indicator | Assessment period |
|------|------------------------------|--|-------------------|
| 9 | Health, Safety & Environment | <p>Be personally accountable for health and safety, following reasonable work instructions and taking reasonable care for your own health and safety and for the health and safety of others – live Carers SA’s values. Maintain the workplace in a safe condition and encouraging others to undertake safe work practices. Follow all health and safety procedures – carry out your roles and responsibilities as detailed in the relevant policies and procedures. Proactively report and/or rectify hazards. Promptly report any injury or incidents including ‘near misses’ having a potential for injury, ill-health, damage or other loss, at work to your team leader, manager and/or safety representative and Consider and provide feedback on any matters that may affect your health and safety and/or the environment.</p> | 12 months |
| 10 | Human Resources | <p>Carry out your position and responsibilities in line with our company values, policies, procedures and processes; Undertake all reasonable and lawful work instructions in a timely and professional manner; Actively participate in performance management initiatives including performance reviews, objective setting, coaching, career or personal development opportunities and performance improvement plans, as required; and Ask questions to clarify understanding of job expectations, communications, projects and other workplace initiatives.</p> | 12 months |
| 11 | Inclusivity | <p>We: Are welcoming and friendly - Walk alongside people - Care and empower - Are compassionate - Advocate for carers.</p> | 6 months |
| 12 | Integrity | <p>We: Are honest and transparent - Are trustworthy - Are authentic - Do what we say we will do.</p> | 6 months |
| 13 | Collaboration | <p>We: Consult and collaborate with others – Have strong stakeholder relationships - Support, encourage and cooperate - Share information and resources.</p> | 6 months |
| 14 | Empathy | <p>We: Respect diversity - Actively engage people - Encourage feedback - Provide information for diverse groups - Are approachable and accessible.</p> | 6 months |
| 15 | Professional Excellence | <p>We: Deliver professional services - Problem solve - Are innovative and resourceful - Are accountable - Are flexible and adaptive - Achieve results.</p> | 6 months |

Other roles and responsibilities

- Updating and maintaining information on the CRM System.
- Running reports from the CRM to monitor and report against team key performance indicators (KPI's).
- Documenting work instructions and procedures.
- Understanding DEX reporting requirements including service categorisation (units of measurement and nature of service) and impact on recognition of services delivered.
- Provision of high-quality customer service to internal and external stakeholders.
- Commit to person cultural competency and the delivery of services
- A current DHS Working with Children check, and National Police Check is required.
- Current mandatory child protection training will be required.
- Duties for this position should not be considered definitive. Duties may be added to, deleted or modified in consultation with the incumbent as necessary.
- Position Descriptions and staff performance will be reviewed annually.

Previous experience

- Proven experience in a variety of general administrative processes.
- Recent experience and sound knowledge of process flows, reconciliation of different source data (commitments, contracts and invoices), accounts payable and GST legislation.
- Proficiency in information, communication and technology practices in particular the Microsoft Office Suite including Microsoft Teams and Excel.
- Provision of high-quality customer service to internal and external stakeholders.
- Demonstrated ability to communicate, negotiate and coordinate services with internal and external customers and suppliers.
- Experience in the use of databases to enter accurate information, extract reports and communicate with service providers
- Experience in Xero Accounting system or alike.
- Experience in working with a Customer Relationship Management (CRM) system.
- Intermediate Excel skills (including the ability to filter and sort lists, perform basic formulas and functions, summarise data, interpret results).

Desirable

- Working in an environment with high levels of processing.
- Working independently and autonomously.
- Knowledge of the challenges facing carers.
- Knowledge of services and supports offered formally and informally within the Community Services sector.

Education

- Certificate in Business or proven experience.