

## Position Description

<b>Position Title:</b>	<b>Accounts Administration Officer</b>
<b>Department:</b>	<b>Finance</b>
<b>Reports to:</b>	<b>Finance Manager</b>
<b>Industrial Instrument:</b>	<b>Social, Community, Home Care &amp; Disability Services Industry Award 2010</b>
<b>Supervisory Responsibilities:</b>	<b>none</b>

### 1.0 Our Organisational Vision and Mission

**Vision** – Rethink Brain Injury. Change society.

**Mission** – Ensure the rights of people impacted by brain injury, by connecting knowledge, policy, services and systems.

Synapse has an expectation that all employees will always behave in accordance with the Values of the organisation. Furthermore, an alignment between Synapse's strategy, and team and individual goals is necessary to ensure individuals can see how their individual effort and performance contribute to the attainment of organisational and team goals. Refer to the Synapse Strategic Plan for further information, where the four ethical Values are also outlined. All employees must ensure they meet the individual accountabilities.

### 2.0 Position Purpose

The Accounts Administration Officer is responsible for the day-to-day delivery of operational and administration services and support to the departments of Synapse, internal and external clients. The delivery of these services and support must be in line and consistent with the aims, objectives and philosophy of Synapse.

### 3.0 Duties and Responsibilities

#### 3.1. Administration Duties

- Handling of incoming calls
- Monitoring of various group email accounts
- Processing invoices to tenants
- Reconciliation of company credit cards
- Reconciliation of debit card accounts including grocery cards
- Donations reconciliation and sending letters where required
- Manage cabcharge cards

#### 3.2. Other

- Provide back up to reception during periods of leave
- Assist Finance Manager with month end processing
- Support finance projects as required



# SYNAPSE

- Liaise with the appointed external auditor
- Perform general administration as directed

## 4.0 Quality Management

- Support a positive organisational culture that promotes continuous improvement and innovation within our services
- Ensure the completion of relevant documentation and records to ensure the effective monitoring and compliance with the Quality System
- Recognise and communicate suggestions for improvement including customer complaints and feedback on Synapse services
- Contribute to the effectiveness of improvement initiatives through compliance with Quality Management System policies, Audit recommendations, corrective and preventative action plans and their ongoing review
- Comply with the relevant Disability Standards and their objectives

## 5.0 Professional Development

- Must ensure compliance with the annual mandatory training requirements
- Initiate and participate in continuing professional development activities relevant to the position and subject to manager/coordinator approval
- In conjunction with the manager/coordinator; produce a development plan as part of the annual performance appraisal
- Demonstrate involvement in relevant work-related training and education to ensure job skills and compliance are maintained
- Actively participate in relevant professional organisations / associations

## 6.0 Workplace Health and Safety

Synapse views the safety of its workers, clients and the surrounding environment as a responsibility of all and is essential to our 'Zero Harm' approach. It is also essential to our long-term success.

Workers must take reasonable care for their own health and safety while they are at work and take reasonable care that their acts or omissions do not adversely affect the health and safety of other persons in the workplace. They must comply, so far as they are reasonably able, with any reasonable instruction given by management and co-ordinators, as well as co-operating with any reasonable Synapse policy or procedure which relates to workplace health and safety. On a day to day basis, this includes:

- to the extent of the worker's control or influence over working conditions and methods, taking reasonable care to work safely
- Ensuring that the work area is safe when leaving it
- Making proper use of all appropriate safeguards, safety devices and personal protective equipment
- Following agreed safe working practices and rules
- Reporting all known hazards, accidents and incidents as soon as possible

## 7.0 Equal Employment Opportunity

The position holder is required to observe and practice the principles and obligations of Equal Employment Opportunity, which include:

- Supporting a workplace free from bullying, discrimination and harassment
- Ensuring activities and practices prevent and eliminate unlawful discrimination
- Promoting merit and equity in the workplace
- Acting and making decision in alignment with the principles of the Queensland Human Rights Act 2019

## 8.0 Organisation Policies & Procedures

- Abide by all Synapse policies, procedures and the Synapse Code of Conduct
- Maintain currency of knowledge and practice within the specified policies, procedures, and regulations applicable to the position and as amended from time to time

## 9.0 Qualifications and Experience

### 9.1. Essential

- Very good interpersonal skills and ability to communicate effectively with a variety of internal and external stakeholders
- Extensive experience with MS Office suite, with intermediate skills in Excel
- Ability to work independently or as part of a team
- Excellent time management skills and the ability to prioritise tasks to meet deadlines
- Attention to detail

### 9.2. Desirable

- Knowledge of established work practices and procedures
- Application of techniques relevant to the workplace

## 10.0 Compliance

- Right to work in Australia
- Criminal history screening positive notice including a National Police Check, Blue Card (QLD), Worker Screening Check, Working with Children Check (NSW/ WA) or the ability to obtain
- Completed NDIS Quality and Safeguards Commission - 'Quality, Safety and You' NDIS Worker Orientation Module.

## 11.0 Key Performance Indicators

KPI 1: Actively demonstrate Synapse's Values in the workplace throughout day to day interactions with fellow employees, clients and all Synapse stakeholders.

KPI 2: Demonstrates a high level of accuracy in all work completed

KPI 3: Incoming telephone calls answered and addressed in a professional manner

KPI 4: Demonstrates ability to work to strict time lines

## 12.0 Approvals & Acknowledgement

### Position Description Approved by:

<b>Manager/Coordinator name:</b> _____	
<b>Signature:</b> _____	<b>Date:</b> _____

### Position Acknowledged by:

I hereby confirm my understanding and acceptance of the position's responsibilities and accountabilities, as outlined in this position description.

<b>Employee name:</b> _____	
<b>Signature:</b> _____	<b>Date:</b> _____