

Business Support Officer

Accounts – Maternity Leave Position



Carlingford

Our Carlingford accounts team operates in a high paced environment, supporting our NSW network of employment services offices. The successful applicant will have an eye for detail and be able to liaise with a range of staff in order to achieve the goals of the organisation and Service Group. This role has a strong compliance focus, while processing and filing accounts in a timely and accurate manner.

Wesley Uniting Employment is committed to helping the most disadvantaged in our communities, and this role supports the important work of our sites. This role will support sites which span from Lismore to Narooma.

The initial contract period is Full time for six months.

Essential Criteria

- Previous experience in an accounts processing role
- Demonstrated experience with accounting systems
- Demonstrated ability to work efficiently and effectively in a team environment
- Strong computer skills with the ability to provide support and information to a network of sites
- Demonstrated interpersonal and excellent communication skills
- Demonstrated ability to work with limited supervision

Desirable Criteria

- Previous experience in Employment Services, particularly those administered by DEEWR
- Previous experience liaising with Government Departments

Written applications MUST address essential and desirable criteria to:

Rick Lyddiard
Business Support Manager
Wesley Uniting Employment

rick.lyddiard@wesleymission.org.au

Enquiries can also be sent to the above email address.

Applications close: 5.00pm Friday 23rd July 2010



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Position Description

Business Support Officer
(Employment Services)



POSITION DESCRIPTION

BUSINESS SUPPORT OFFICER (Employment Services)

This position description should be read in conjunction with the Mission's Policy and Procedures, Chart of Delegations, Organisation Chart and appropriate standards and regulations which are applicable to the Mission's Aged Care operations.

1 Functional Responsibilities

This position's primary responsibilities are

- Responsible for the efficient processing of Employment Services accounts, departmental client expense claims, invoicing, and providing information as required.
- Provide regular reports and advice to Employment Services staff, WUE Business Support Manager, Employment Services Operations Manager, WUE Service Quality and Systems Manager, DEEWR as required.
- Develop and maintain specialist knowledge of the Wesley Mission financial processes and requirements, legislative requirements (e.g. GST), and departmental guidelines relating to departmental claims.
- Assist in maintaining compliance with DEEWR Employment Pathway Fund (EPF) guidelines and requirements.

2 Professional Responsibilities

a) Financial and Compliance Services

- *Work cooperatively with the Wesley Uniting Employment Central Unit and Wesley Uniting Employment teams to deliver consistent and timely financial and compliance services to the Health, Employment and Counselling Services group, specifically Wesley Uniting Employment.*
- *Assist with the completion of month end accounts.*
- *Undertake regular reconciliation activities.*
- *Schedule, monitor and issue invoices for services rendered.*
- *Process for payment authorised invoices for goods and services received.*
- *Evaluate potential claims for compliance with DEEWR EPF guidelines.*
- *Process claims in DEEWR's IT system relating to Client EPF expenditure.*

- *Assist in the preparation of EPF reports as requested.*
- *Track progress of work experience projects and costs.*
- *Respond as required to stakeholder queries on day to day accounts matters.*
- *Process Petty Cash reimbursements in a timely manner for WUE sites.*
- *Provide accounts / financial services as indicated in the WUE CFM Central Unit Work Instruction guide.*
- *Maintain an efficient records system, ensuring access to documents and forms as required.*
- *Demonstrate flexibility in work practices in order to support colleagues and in response to process change and improvement.*
- *Work closely with other WUE Central Unit team members, WUE, Accounts and other Departments to ensure regulatory compliance.*
- *Adhere to relevant WUE and Mission policies, procedures and work instructions.*
- *Assist the WUE Business Support Manager and WUE Service Quality and Systems Manager with scheduled and adhoc auditing.*

b) Customer Satisfaction

- *At all times positively promote Wesley Mission, HECS and WUE to customers.*
- *Contribute positively to the team environment.*
- *Politely and promptly handle telephone enquiries and requests for information.*
- *Ensure all internal and external liaison is conducted professionally, reflecting a high degree of customer service.*
- *Actively support the processes of continuous quality improvement*

c) Organisational Commitment

- *As an employee, be responsible under the Occupational Health and Safety Act for the health and safety of everyone they deal with during employment activities; report all hazards and injuries through the normal process as set out in Wesley Mission's policy manual.*
- *Perform work activities in a way that promotes personal safety and risk management, including safe manual handling.*
- *In relation to Wesley Mission attend such functions, meetings, seminars and training courses as directed by your supervisor.*
- *In relation to Wesley Mission attend worship services as encouraged by your supervisor.*
- *Participate, at least annually, in the Mission's Personal Review & Development Process.*
- *As directed by your supervisor, perform other duties not inconsistent with the functions and role of this position.*

3 Relationships

- *Reports to: WUE Business Support Manager*
- *Works proactively with:*
 - *Internal stakeholders, including WUE managers and staff, and members of the WUE Central Unit and Financial Planning and Analysis teams.*
 - *Other managers and staff in the HECS portfolio including the Operations Manager Employment Services, WUE Business Support Manager, WUE Service Quality & Systems Manager.*
 - *Head Office staff, specifically those in Finance and Accounting.*
 - *Other Mission teams, networks and committees*
 - *External stakeholders including vendors, clients, customers, and funding bodies.*

4 Performance Outcomes for this Role

- *The core business of the HECS Group is well supported with specialist knowledge of Wesley Uniting Employment's business needs.*
- *Efficient and effective processing of relevant accounting functions are in place.*
- *A positive customer service culture is experienced by all process stakeholders.*
- *Employment Services Managers are able to effectively operate sites because of the efficient, timely and effective financial processes that have been implemented.*
- *Accuracy, integrity and security of records are maintained.*
- *Daily operations of WUE Central Unit's general office is well supported.*
- *A positive working relationship with internal and external stakeholders is evident.*

5 Agreement as to this position description

SIGNED: _____ DATE: _____

SIGNED on behalf of Wesley Mission by the WUE Business Support Manager. HECS

SIGNED: _____ DATE: _____

Our Vision

To be at the heart of our community where everyone has the opportunity to live a whole and productive life.

Mission Statement

Serving People, Building Hope, Honouring God.

Our Values

Out of Christian love and compassion we are driven by:

- Christlike Servanthood
- Unfailing Integrity
- Courageous Commitment





Applicant Information Sheet

THE HISTORY OF WESLEY MISSION

Wesley Mission has its origins in the first Methodist Church formed in Sydney in 1812. Originally established as the Central Methodist Mission, the organisation focused on social justice and evangelism for the poor and needy people of Sydney.

The Uniting Church was created in 1977 from a union of Methodist, Presbyterian and Congregational Churches. The Central Methodist Mission became the Wesley Central Mission (and subsequently Wesley Mission).

Wesley Mission provides services across Sydney. These services are available to all people and are not discriminatory or judgmental of any persons' beliefs or lifestyle.

The services offered by Wesley Mission cover many areas and are based in a worshipping congregation which provides pastoral services, worship, media outreach through television and radio, counselling and chaplaincies. With over 3000 staff the work of the Mission continues to grow at a significant and consistent rate.

EMPLOYMENT SELECTION CRITERIA

All applicants must address the selection criteria.

The selection panel will undertake an assessment process which will match the requirements of the position with the abilities, qualifications and experience.

The selection criteria, therefore, provides the basis of selection (on merit). The key selection criteria will generally be described as essential and desirable qualifications/experience and will be directly related to the job description.

The selection criteria are developed so as to be objectively measurable, non-discriminatory and available to all job applicants. Merit based selection forms part of this organisation's EEO program which assists with increased expertise and productivity, reduces staff turnover and maximises the size and quality applicant pools.

WESLEY MISSION FIVE POLICY POINTS

1. **Evangelism** – The Mission lives by evangelism. It seeks to reach the people of our community who are in need.
2. **Worship and Service** – The worship of God and the service of human need belong together. Today through more than 450 caring centres and services, the Mission ministers to the needs of Australia.
3. **Friendship and Care** – There is an endless need for friendship and caring for people in Australia today.
4. **Social Justice** – The Church, which ministers in providing welfare to the social needs of a community, must also be involved in social justice. We speak out on social, economic, political and environmental issues.
5. **Communication** – The Church uses every means of modern communication to reach the community. Just as Paul used the great highways of the Roman Empire to take the Gospel to all the known world, so we use the printed word, television and radio programmes, videos and the internet to take the message of the Gospel to as many people as possible throughout the world. Because we are a Christian Church, all staff are expected to speak and behave in accordance with Christian standards and set an example by joining in appropriate worship services and such devotional acts as a Centre may be conducting.

How to apply

Selection for Wesley Mission positions is based on merit. This means that the person whose skills, knowledge and experience best match the position requirements will be selected.

Your application must include a brief cover letter, a claim against the selection criteria for the position you are applying for, and a current resume. Your claim against the selection criteria is the most important part of your application. Make a separate heading for each criteria and describe your skills, knowledge and experience relevant to each point of the criteria.

Your application should include a brief description of any qualifications you may have relevant to the position. If you are successful in gaining an interview you will need to bring a copy of supporting documentation to the interview with you.

All applications must be submitted by email to wue.jobs@wesleymission.org.au by the closing date. Applications should be submitted in Microsoft Word, RTF or PDF format.

Statements on your application found to be deliberately misleading could make you, if employed, liable to dismissal.

Equality of Employment Opportunity and Selection on Merit are Wesley Mission Policy.

The Interview and Selection Process

After assessing applications, the selection committee will choose those applicants who best meet the selection criteria for further assessment. The selection committee may use a number of methods to assess your ability to do the job including: interview questions and referee and records checks.

Referee Check

At the interview, you will be asked to provide the name and contact details of two recent referees, a current or recent supervisor(s) and/or a current or recent colleague(s). Referees are asked to provide information on your work behaviour and performance and can be asked to verify or comment on claims made by you.

Criminal Records Check

With respect to some positions a criminal record check may be carried out on applicants identified suitable within various roles. If a criminal records check is to be done, you will be asked to provide your date and place of birth. A criminal records check does not necessarily disqualify you from selection. If the criminal records check results in rejection of your selection, you will be given the opportunity to discuss the matter before a final decision is made.

Working with Children Check

When applying for a position in child-related employment a Working with Children Check will also be undertaken. This is a formal process of checks to help determine your suitability to work with children or have unsupervised access to children in your work. The check takes into account relevant criminal records, relevant apprehended violence orders and relevant completed disciplinary proceedings. It is an offence under the NSW Child Protection (Prohibited Employment) Act 1998 for a person convicted of a serious sex offence to apply for a child-related position. Information on the Working with Children Check is located at <http://www.kids.nsw.gov.au/check>.

Permanent Appointment

To be permanently appointed within Wesley Mission you need to:

- Be an Australian citizen or have the status of permanent residence in Australia. If you do not fit this category, you are only eligible for appointment to temporary vacancies;
- Provide proof of identity.

Further Information

To find out more about Wesley Mission and Wesley Uniting Employment please visit our websites at www.wesleymission.org.au and www.wue.com.au.

All personal information being collected will be dealt with in accordance with the Privacy and Personal Information Protection Act 1998.