



POSITION DESCRIPTION

AR/AP TEAM LEADER

Division/ Department: *NZ Country Head – Shared Services*
Reports to: *Accounting Services Manager*
Direct Reports: *2 x AR Specialist & 3 x AP Specialist*
Band: *TBC*
Location: *Wellington, New Zealand*

OVERALL PURPOSE

To provide day to day operational support and management to the team of Accounts Payable (AP) and Account Receivable (AR) Specialists and respond to financial function queries.

This role will provide leadership, expertise and advice to the AR/AP team to enable them to deliver to a consistently high standard the key financial activities within the AR/AP function.

The AR/AP Team Leader will assist the AR/AP team with transactional activities during periods of high work volume.

KEY ACCOUNTABILITIES

- Provide leadership, expertise and guidance to the Accounts Receivable and Accounts Payable Specialists to enable them to provide timely and accurate financial services and responses to queries;
- Oversee the Vendor Management processes for Chartered Accountants Australia and New Zealand, including creditor accruals, reconciliations and ensuring currency of information;
- Lead and act as a quality controller across all aspects of AR/AP function to ensure consistency in policy application and advice / customer service provided;
- Recommend and undertake continuous system and process improvements to ensure quality service delivery to key stakeholders;
- Work closely with the Accounting Services Manager to set performance targets, team work plans, and mitigate identified risk areas;
- Ensure all required monthly processing is completed within the agreed Service Level Agreements (SLA's);
- Provides oversight of payment runs including manual and urgent payments;
- Assists with day to day AR/AP transactions as required.
- Act as the contact point for engagement with the AR/AP function across the wider organisation.
- Manage resource and work planning function and allocate tasks within the team accordingly.

- Identify systems and process improvements and work with the Accounting Services Manager to implement these.

QUALIFICATIONS, SKILLS & EXPERIENCE

- Tertiary qualification in a relevant business discipline (desirable)
- Proficient in Microsoft Office (Word, Excel, Outlook) and accounting systems;
- Technically proficient in accounting and book keeping principles and practices and understands legislative compliance;
- Proven relationship management skills with the ability to establish credibility with both internal and external stakeholders;
- 3+ years' professional experience with accounting systems and processes, including interpreting policy and procedures to provide accurate advice on Accounts Payable and Accounts Receivable functions.
- 2+ years' previous experience managing / overseeing a team.

KEY COMPETENCIES

The following behaviours are those we would expect to see demonstrated in this position.

Member/stakeholder engagement

- Identifies key stakeholders/members for the business
- Invests time building effective relationships with members
- Uses own networks to introduce others to key stakeholders/members
- Effectively communicates organisational messages
- Handles conflict effectively (e.g. displays objectivity and sensitivity, defuses hostilities, and seeks common ground)
- Reaches negotiated positions without damaging relationships

Building Effective Teams

- Blends people into teams when needed
- Defines success in terms of the whole team
- Creates strong morale and spirit in his/her team
- Promotes open dialogue
- Creates a feeling of belonging in the team
- Shows confidence in the abilities of the team
- Lets people finish and be responsible for their work

Managerial Courage

- Doesn't hold back anything that needs to be said
- Provides current, direct, complete, and "actionable" positive and corrective feedback to others
- Lets people know where they stand

- Faces up to people problems on any person or situation (not including direct reports) quickly and directly
- Is not afraid to take negative action when necessary

Organisational Agility

- Knowledgeable about how organizations work
- Knows how to get things done both through formal channels and the informal network
- Understands the origin and reasoning behind key policies, practices, and procedures
- Understands the cultures of organizations

Business Acumen

- Knows how businesses work
- Knowledgeable in current policies, practices, trends, technology, and information affecting the business and the organisation
- Knows the competition
- Is aware of how strategies and tactics work in the marketplace

Decision Quality

- Makes good decisions (without considering how much time it takes) based upon a mixture of analysis, wisdom, experience, and judgment
- Most of his/her solutions and suggestions turn out to be correct and accurate when judged over time
- Sought out by others for advice and solutions

Change leadership

- Sees the potential in proposed changes and can articulate that
- Identifies priorities for change, and initiates strategies to meet the organisation's changing environment
- Employs effective influencing strategies that are compelling and fit-for-purpose
- Is good at encouraging the creativity of others and demonstrates good judgement about which ideas and suggestions will work
- Inspires innovation in others
- Adapts quickly to novel and changing situations and leads by example