**POSITION DESCRIPTION**

**Position: Financial Services Administrator**

**Location: National Accounting Centre, Rotorua**

**Business Unit: Procurement Solutions**

**Group: People Capability and Resources**

**Reporting to: Team Manager NAC**

**Issue Date: November 2013**

**Delegated Authority: Nil**

**Staff Responsibility: Nil**

**Our Role**

The Ministry of Social Development (MSD) is the lead agency for the social sector. We help the Government to set priorities across the sector, co-ordinate the actions of other social sector agencies and track changes in the social wellbeing of New Zealanders.

The Ministry provides policy advice, and delivers social services and assistance to children and young people, working age people, older people, and families, whānau and communities. We work directly with New Zealanders of all ages to improve their social wellbeing.

We serve over a million people, working out of more than 354 centres around the country. It is likely that every New Zealander will come into contact with the Ministry at some point in their life.

Our work, together with our social sector partners, is essential to achieving a sustainable and prosperous future, where all New Zealanders are able to take responsibility for themselves, be successful in their lives and participate in their communities.

**Our Purpose**

We help New Zealanders to help themselves to be safe, strong and independent.

Ko ta mātou he whakamana tangata kia tū haumaru, kia tū kaha, kia tū motuhake.

**Our Principles**

MSD people: All own what we all do | Take responsibility for what we do | Understand our role in the big picture, who can help us and who we can help | Navigate through ambiguity and the opportunity it brings to create better ways of doing things | Act with integrity, courage and transparency | Celebrate our achievements and those of our clients

**Position Description Approved By:**

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DCE People Capability and Resources

Date: ……/……/……

**Group:**

People, Capability and Resources (PCR) comprises the Ministry’s Human Resources, Finance, Workplace Services, Information Technology and Procurement functions and our mission is smart solutions every day.

We have a workplace where:

* We work together and share ideas
* Commitment, innovation and professionalism counts
* We believe in MSD’s purpose

and:

* We are self-aware and look after each other
* There is a place for humour
* We have the freedom to grow

**Business Unit:**

The procurement function enables procurers throughout the Ministry of Social Development (spending around $900 million each year) to design fair and transparent procurement processes to help deliver sustainable, innovative and value-for-money public services.

We do this by:

* developing and maintaining centre-led procurement (including common governance, tools and templates for elements in the procurement lifecycle such as procurement planning, sourcing, contracts, and supplier management and development)
* providing a customer-centric, efficient and effective procure-to-pay function with capacity to provide services to external agencies
* analysis of both spend and market information to assess risks and opportunities
* providing commercial advice
* providing probity advice
* leading high-value, high-risk procurement planning and design activities alongside our key stakeholders
* building procurement capability
* tracking the benefits of smarter procurement in practice
* evaluation and learning

Our vision for the Ministry’s procurement is to work alongside suppliers and providers who look for innovation, work towards sustainability, and provide us with affordable high-quality solutions – so we can help those who need it now and in future.

**Purpose of the Position:**

The role of the Financial Services Administrator is to:

* Provide timely and accurate payment services, which could include accounts payable, accounts receivable, debt management, consolidated accounts, reconciliation and/or database management
* Conduct quality assurance check against policy and probity guidelines
* To report on issues identified during the process
* Advise and assist customers seeking information on financial services

**Working Relationships**

**Internal:**

* National Accounting Centre staff
* Ministry of Social Development Managers and staff
* Finance Group including Financial Analysts

**External:**

* Other Government Agencies
* External agencies such as Audit NZ
* Other customers, including suppliers and service providers
* Relevant professional bodies

**Key Accountabilities:**

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| **Key Result Area** | **Accountabilities** |
| **Financial Services** | * Provide financial support and advice to internal and external customers
* Provide accurate and timely processing of financial services
* Ensure all documentation meets business standards
* Accurate creation and quality maintenance of the Ministry’s supplier master file data bases in line with policy and guidelines
* Maintain accurate filing systems and records
* Consistently meet the requirements of any Service Standards
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| Financial Systems, Policies and Procedures | * Liaise with and advise members of the Ministry on financial services, policies and procedures
* Undertake Quality Assurance, risk analysis and internal checking of financial services related work
* Identify and contribute ideas for improvements to the Ministry’s accounting strategies, processes, procedures and systems
* Assist in the development of recommendations for the Ministry’s financial and procurement policies
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| Team and Individual Performance | * Contribute in a positive way to the wider National Accounting team by:
* Sharing information, knowledge and ideas with the team, colleagues and management
* Implement policy and procedure in accordance with the Ministry’s strategic direction
* Actively contribute to group communication and activity
* Operate within MSD policy, procedures and code of conduct
* Identifying and recommending improvements in internal procedures for the NAC team
* Provide training, coaching, mentoring and support to the team and customers as required
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| Customer Service | * Manage a variety of calls, provide options and solutions, and escalate problems as appropriate
* Maintain and enhance a customer focus in the team and NAC
* Contribute to a service culture in the team and NAC
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| Projects | * Participate in or lead special projects or initiatives as directed by a Manager.
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| Reporting | * Provide statistics and assist with reporting as required
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**Technical/Professional Knowledge and Experience**

* Strong PC skills including relevant Microsoft Office applications (Word, Excel and Outlook)
* Experience and ability to use internal financial management systems
* Significant customer service experience
* Demonstrated ability to understand financial data and information
* An understanding of financial policies and procedures and an ability to apply these
* Knowledge of and ability to apply relevant business standards
* Excellent and accurate keyboard skills

**Attributes/Success Factors**

* Experienced partnership builder – able to build and maintain positive working relationships
* Strong customer focus – understand the needs of the customer and work towards achieving a positive solution
* Attention to detail
* Effective communication skills – both oral and written
* Excellent interpersonal skills – able to adapt style to meet needs of audience
* Strong organisation skills – able to plan, organise and self-manage workloads
* Experience of working in an environment that requires a high level of discretion, sensitivity and interpersonal interaction.
* Team work – able to work within a team environment, respects and is sensitive to the feelings and needs of others
* Strong problem solving skills, seeks information from a variety of sources, considers the risk and benefits, can identify possible cause-effect situations, escalates when necessary
* Welcomes and values diversity, and contributes to an inclusive working environment where differences are acknowledged and respected

**Other Requirements**

* Willing to travel to fulfil job requirements
* Holds current drivers licence and is prepared to drive the Ministry’s vehicles if required