

## Position Description

Employment Agreement:	PSA/DHBs South Island Administrative MECA
Position Title:	<b>Accounts Officer</b>
Service & Directorate:	Finance
Location:	Dunedin
Reports to:	Administration Team Leader
DHB Delegation Level:	N/A
Number of direct reports:	Nil
Date:	Oct 2021

### Our Vision

Better Health, Better Lives, Whānau Ora

We work in partnership with people and communities to achieve their optimum health and wellbeing  
We seek excellence through a culture of learning, enquiry, service and caring

### Our Shared Values and Behaviours

Kind <i>Manaakitanga</i>	Open <i>Pono</i>	Positive <i>Whaiwhakaaro</i>	Community <i>Whanaungatanga</i>
<b>Looking after our people:</b> We respect and support each other. Our hospitality and kindness foster better care.	<b>Being sincere:</b> We listen, hear and communicate openly and honestly. We treat people how they would like to be treated.	<b>Best action:</b> We are thoughtful, bring a positive attitude and are always looking to do things better.	<b>As family:</b> We are genuine, nurture and maintain relationships to promote and build on all the strengths in our community.

### Our statutory purpose

To improve, promote and protect the health of our population

- Promote the integration of health services across primary and secondary care services
- Seek the optimum arrangement for the most effective and efficient delivery of health services
- Promote effective care or support for those in need of personal health or disability support services
- Promote the inclusion and participation in society and the independence of people with disabilities
- Reduce health disparities by improving health outcomes for Māori and other population groups
- Foster community participation in health improvement and in planning for the provision of and changes to the provision of services
- Uphold the ethical and quality standards expected of use and to exhibit a sense of social and environmental responsibility

<b>PURPOSE OF ROLE</b>
<p>The key purpose of the role is to effectively contribute to the smooth running of the Accounts payable/receivable office (Transaction Team) by providing an efficient and timely administrative support function that is responsive and flexible to the changing needs of the service/organisation.</p> <p>Prime Responsibility for accounts payable invoice processing, supplier reconciliations and daily mail/emails</p> <p>Provide cover for a variety of financial services tasks as required.</p>

## Competencies

The following competencies apply to this position. The employee will be assessed against these as part of their annual performance and development review.

<b>Organisational Competencies</b>	
<b>Customer Focus</b>	Is dedicated to meeting the expectations and requirements of internal and external customers; gets first hand customer information and uses it for improvements in products and services; acts with customers in mind; establishes and maintains effective relationships with customers and gains their trust and respect
<b>Integrity and Trust</b>	Is widely trusted; is seen as a direct, truthful individual; can present the unvarnished truth in an appropriate and helpful manner; keeps confidences; admits mistakes; doesn't misrepresent him/herself for personal gain.
<b>Drive For Results</b>	Can be counted on to exceed goals successfully; Is constantly and consistently one of the top performers; very bottom line oriented; steadfastly pushes self and others for results.
<b>Role Specific Competencies</b>	
<b>Process Management</b>	Good at figuring out the processes necessary to get things done; knows how to organise people and activities; understands how to separate and combine tasks into efficient work flow; knows what to measure and how to measure it; can see opportunities for synergy and integration where others can't; can simplify complex processes; gets more out of fewer resources.
<b>Managing and Measuring Work</b>	Clearly assigns responsibility for tasks and decisions; sets clear objectives and measures; monitors process, progress, and results; designs feedback loops into work.
<b>Listening</b>	Practices attentive and active listening; has the patience to hear people out; can accurately restate the opinions of others even when he/she disagrees.

<b>KEY RELATIONSHIPS</b>	
<b>Within Southern DHB</b>	<b>External to Southern DHB</b>
<ul style="list-style-type: none"> <li>• Accounts Team Leader</li> </ul>	<ul style="list-style-type: none"> <li>• Patients and whanau</li> </ul>
<ul style="list-style-type: none"> <li>• Southern DHB staff</li> </ul>	<ul style="list-style-type: none"> <li>• Visitors</li> </ul>
<ul style="list-style-type: none"> <li>• Managers at all levels of the organisation</li> </ul>	<ul style="list-style-type: none"> <li>• Stakeholders</li> </ul>

## PERSON SPECIFICATION

The expertise required for a person to be fully competent in the role. Position specific competencies:

	ESSENTIAL	DESIRABLE
<b>Education and Qualifications (or equivalent level of learning)</b>	<ul style="list-style-type: none"> <li>Minimum level 2 NCEA</li> </ul>	<ul style="list-style-type: none"> <li></li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>Ability to work well in a team and foster good interpersonal relationships</li> <li>Willingness and ability to learn new systems</li> </ul>	<ul style="list-style-type: none"> <li>Previous clerical administration experience ideal but not a necessity</li> </ul>
<b>Knowledge and Skills</b>	<ul style="list-style-type: none"> <li>Evidence of good literacy and numeracy skills</li> <li>Excellent computer skills, including knowledge of Microsoft Word, Excel and Outlook (email)</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of office systems and procedures</li> </ul>
<b>Personal Qualities</b>	<ul style="list-style-type: none"> <li>High standard of interpersonal communication skills, including written and verbal</li> <li>Ability to understand and follow written or verbal instructions</li> <li>Sets high standards of performance</li> <li>Willing to support and assist other staff as required</li> <li>Respect the privacy of individuals when dealing with personal information</li> </ul>	

### KEY RESULT AREAS:

Key Accountabilities:	Example of successful delivery of duties and responsibilities
<b>Service support</b>	
<ul style="list-style-type: none"> <li>Provide high quality administrative support to the Transaction Team, ensuring efficient and effective service delivery</li> <li>Undertake duties associated with the position, as required to maintain an efficient service, including up skilling as required/directed by the Manager</li> </ul>	<ul style="list-style-type: none"> <li>Provide timely and accurate confidential administrative support to enable the efficient functioning of the service, including but not limited to: <ul style="list-style-type: none"> <li>Set up and maintain effective electronic and paper filing systems and procedures relevant to the service, enabling quick access to information</li> <li>Identify potential improvements to systems and processes to ensure the continuous improvement of administrative duties</li> <li>Demonstrate attention to detail and accuracy</li> <li>Demonstrate a willingness to adapt to changing needs of the service</li> <li>Evaluates situations and</li> <li>identify existing or potential problems and opportunities</li> <li>Demonstrate excellent customer service skills, by listening and interacting with stakeholders in a courteous, polite and responsive manner while adhering to relevant established protocols</li> </ul> </li> </ul>

<b>Individual and team performance</b>	
<ul style="list-style-type: none"> <li>• Participate in and contribute to the functioning of the team</li> <li>• Establish and maintain an effective working relationship with other staff</li> <li>• Assist other staff when required, and provide relief cover to team members on leave as directed by the Manager</li> <li>• Maintain a current desk file</li> <li>• Maintain a high standard of integrity and work ethic including the utilisation of DHB equipment and consumables economically</li> </ul>	<ul style="list-style-type: none"> <li>• Participate as a team member to ensure the best outcome for the organisation</li> <li>• Actively engage with and support colleagues, taking personal responsibility for ensuring effective working relationships with all team members</li> <li>• Work to ensure a cohesive, positive and highly motivated team environment, with responsibility for effective skills transfer and knowledge share</li> <li>• Prioritise own workload and manage own time effectively</li> <li>• Information is communicated in a courteous and sensitive manner</li> <li>• When workload allows, proactively assist other staff</li> <li>• Provide leave cover as required</li> <li>• Keep an up to date desk file to enable relief staff to pick up duties without disruption to the workflow</li> <li>• Be able to work efficiently and effectively unsupervised</li> <li>• Promote and adhere to the philosophy of the Southern Way principles</li> </ul>
<b>Other Duties</b>	
<p>Undertaking duties from time to time that may be in addition to those outlined above but which fall within your capabilities and experience.</p> <p>Act as a role model for the Southern DHB Organisational Values.</p>	<ul style="list-style-type: none"> <li>• You respond positively to requests for assistance in own and other areas, demonstrating adaptability and willingness.</li> <li>• You produce work that complies with SDHB processes and reflects best practice.</li> <li>• Research undertaken is robust and well considered.</li> <li>• Live and support the DHB values in everything you do.</li> </ul>
<b>Professional Development – self</b>	
<p>Identifying areas for personal and professional development.</p>	<ul style="list-style-type: none"> <li>• Training and development goals are identified/agreed with your manager.</li> <li>• Performance objectives reviewed annually with your manager.</li> <li>• You actively seek feedback and accept constructive criticism.</li> </ul>
<b>Health, Safety and Wellbeing</b>	
<p>Taking all practicable steps to ensure personal safety and the safety of others while at work, in accordance with the Southern DHB's Health, Safety and Wellbeing policies, procedures and systems.</p>	<ul style="list-style-type: none"> <li>• You understand and consistently meet your obligations under Southern DHB's Health and Safety policy/procedures.</li> <li>• You actively encourage and challenge your peers to work in a safe manner.</li> <li>• Effort is made to strive for best practice in Health and Safety at all times.</li> </ul>
<b>Treaty of Waitangi</b>	
<p>Giving effect to the principles of the Treaty of Waitangi – Partnership, Participation and Protection through your interaction with others on a day to day basis.</p>	<ul style="list-style-type: none"> <li>• <i>Partnership</i> – You interact in good faith and in the nature of a partnership. There is a sense of shared enterprise and mutual benefit where each partner takes account of the needs and interests of the other.</li> <li>• <i>Participation</i> – You work in partnership with our treaty partners to enable our organisation to</li> </ul>

	<p>prosper. You are mindful of the varying socio-economic conditions that face our people and work hard to remove barriers of access to health and education.</p> <ul style="list-style-type: none"> <li>• <i>Protection</i> – You work proactively to protect the rights and interests of Māori, including the need to proactively build the capacity and capability of Māori.</li> </ul>
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Note: the above example measures are provided as a guide only. The precise performance measures for this position will require further discussion between the job holder and manager.

**CHANGES TO POSITION DESCRIPTION**

From time to time it may be necessary to consider changes to the position description in response to the changing nature of our work environment – including technological requirements or statutory changes. This Position Description may be reviewed as part of the preparation for your annual performance and development review.

Acknowledged / Accepted:

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Employee

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Date

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Manager

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Date