

POSITION DESCRIPTION

POSITION: Financial Support Officer	
DIRECTORATE: Executive Office of the General Manager	GROUP: Financial Services and Logistics
SECTION: Financial Support	REPORTS TO: Team Leader Financial Support
GRADE: D	EMPLOYMENT TYPE: Permanent Full-Time
HOURS/WEEK: 35	POSITION No.: Various
DATE: September 2025	

OUR VISION

“Empowering the community and visitors to enjoy and grow our opportunities”.

OUR VALUES

We ensure that our Values are the foundation for everything we do.



iNnovate

Challenge the status quo in search of better outcomes.



Collaborate

Seek to understand different perspectives to problem solving.



Accountable

Take ownership and have the courage to call things out.



Respect

Mutual respect. No time for disrespect.



Empowering

Here to make a difference.

THE DIRECTORATE

The Office of the General Manager – through the Executive Leadership Team – provides strategic direction and corporate leadership for the operations, governance and organisational performance of the City. This is achieved through a focus on; financial sustainability; business improvement; driving economic and tourism outcomes and ensuring the delivery of agreed community outcomes.

THE GROUP/SECTION

Our Financial Services and Logistics Group is responsible for the City's strategic financial management and corporate financial support services. The group's functions include budgeting, treasury management, financial reporting, rating and revenue, payroll, debt management and finance transactional processing, along with strategic procurement, plant management and maintenance.

POSITION OBJECTIVES

To contribute to the efficient and accurate delivery of the City's financial services by providing high-quality accounts payable, accounts receivable, rating, and reconciliation support. The role ensures compliance with legislative and policy requirements, upholds the integrity of financial systems, and delivers excellent customer service to internal and external stakeholders.

KEY ACCOUNTABILITIES

Work Health & Safety (WHS)

Contribute to a safe working environment by:

- Demonstrating safe work place practices and behaviours and encouraging others to do the same.
- Reporting all incidents, near misses and hazards in accordance with the City's processes.
- Taking reasonable care for own health and safety and the health and safety of others in the workplace.
- Participate and contribute in WHS training and consultation as required and be supportive of the implementation and development of safe work practices.
- Compliance

Customer Service

Promote a positive and professional image of the City through:

- Creating and maintaining good relationships with the Community and our stakeholder customers
- Taking the time to understand the needs of customers and their expectations.
- Provision of clear, accurate and timely technical and general advice to Council, management, stakeholders and clients.
- Following up on both positive and negative feedback received.
- Considering customer service in all aspects of their duties.
- Continuously looking for ways to improve the level of customer service you deliver.

Community Engagement

Committed to active and appropriate engagement processes guided by the principles of:

- Informing – Giving information to the community where instructed.
- Consulting – Obtaining community feedback when requested.
- Involvement – Engaging directly with the community as directed.
- Partnership – Partnering with the community to create solutions.
- Enabling – Placing final decision making in the hands of the community and City of Coffs Harbour management

Learning and Development (L&D)

Support the City of Coffs Harbour as a high performance organisation by:

- Participating in strategic learning and development initiatives.
- Undertake and participate in L&D initiatives that directly enhance and/or improve individual performance and contribute to the City's effectiveness.
- Take individual responsibility for own learning and engage in professional development.
- Participate in learning and development activities in accordance with the City's Training plan.
- Work collaboratively with the other staff to identify training needs and appropriate solutions.

Sustainability

- Consider the interconnections between economy, society and environment and ensure sustainability.
- Incorporate the City's Sustainability Policy and Climate Change Policy into daily operations whilst applying appropriate environmental laws and the management of cultural diversity in controlling the risk of serious or irreversible impacts on the environment, society and heritage values.

Continuous Improvement

- Supporting staff and the leadership team in the implementation of new and improved business processes.
- Support organisational initiatives including business and cultural change programs that progress the organisation towards the desired state.

Organisation Support

- Support the leadership and management by:
 - Embracing the organisations vision and values, so that they are demonstrated through behaviours, actions and attitudes.
 - Ensuring all appropriate City Policies and Procedures relating to employment, including Equal Employment Opportunity, Code of Conduct and Fraud & Corruption.
 - Ensuring the WHS responsibilities of the role are undertaken in accordance with the City WHS Responsibilities Statement, WHS legislation and other City Policies and Procedures regarding WHS.
 - Ensuring business records are maintained accurately and on time, in accordance with the City's Records Management Policy.
 - Providing valued team contribution, coupled with performance and behaviours consistent with a positive and productive work environment.

KEY AREAS OF RESPONSIBILITY

Accounts Payable

Deliver accurate and timely accounts payable services by:

- Ensuring invoices, adjustments, and payments are processed in line with vendor terms and City procedures.
- Maintaining integrity of the Accounts Payable module in Technology One and ensuring coding aligns with the City's cost structure.
- Preparing reconciliations, reports, and analysis to support effective financial management.
- Administering corporate credit card processes in compliance with policy and audit requirements.

Accounts Receivable

Support the City's financial sustainability by:

- Maintaining debtor records and processing receivables in Technology One.
- Monitoring aged debtors and undertaking follow-up action (such as issuing reminder notices and escalating where necessary) to support the timely recovery of outstanding amounts.
- Preparing reports and analysis to assist the Team Leader in managing receivables.

Rates/Water

Contribute to the accurate and lawful administration of rating services by:

- Assisting with rating and water enquiries and processes in line with legislative, policy, and system requirements, within the employee's skills and training.
- Undertaking data entry, reconciliations, and information collation to support supplementary valuations, rate exemptions, re-categorisations, and other rating determinations, in line with the employee's skills, competence and training.
- Maintaining the Name and Address Register, property ownership records, and pensioner rebate adjustments to ensure data accuracy.
- Supporting cyclical processes such as notices, pension claims, and rate raising under the oversight of senior staff.

Bank Reconciliation

Maintain integrity of the City's financial records by:

- Completing bank reconciliations, recording transactions accurately in Technology One, and addressing variances in line with policy.
- Undertaking banking duties, including cash and cheque handling, in accordance with audit and security requirements.

Other Responsibilities

Provide financial support across the group by:

- Assisting with accruals, audits, reporting, and compliance activities.
- Maintaining up-to-date work instructions to support consistency and knowledge transfer.
- Responding to internal and external customer queries in a professional and timely manner.
- Participating in rostered duties (e.g., Payroll Officer coverage) and undertaking training to maintain capability.
- Contributing to a safe and positive workplace, consistent with the City's values, Code of Conduct, and WHS requirements.
- Undertake other tasks/duties as directed by your leader – that are within the skills, capability and training of the employee.

KEY RELATIONSHIPS

- Section Leader Financial Support
- Team Leader Financial Support
- Finance staff
- Customer Experience team.

External

- Auditors
- Customers.

OTHER POSITION REQUIREMENTS

- Based on a 35-hour week, working days and hours are Monday to Friday between the times of 6:00am and 7:00pm as arranged with the People Leader.
- Flex time may be available in accordance with City procedures.
- Work may be required to be undertaken outside of ordinary working hours as agreed with your People Leader. Payment will be in accordance with the Award and the City's Enterprise Agreement (EA).
- This position is delegated with certain powers, authorities, duties and functions under the City's Delegations of Authority in accordance with the Local Government Act.
- This position is located at Yarrila Place, 27 Gordon Street, Coffs Harbour with the requirement to attend and/or work at other sites/locations having regard to the nature of the role.
- This position involves working in a predominantly indoor environment and using a computer is considered a core component of the role. There may be occasional visits to other work locations. The position requires an average level of aerobic and physical fitness to undertake occasional physical activities, including manual handling tasks as part of a normal working environment. A medical assessment will be required to be completed prior to commencement.

QUALIFICATIONS/LICENCES/EXPERIENCE

Essential

- Certificate IV in Accounting or a related qualification.
- Minimum of three (3) years demonstrated experience in accounts or financial administration.
- Strong customer service and communication skills (both verbal and written)

Desirable

- Previous experience working in a local government or public sector environment
- Class C Drivers Licence.

CAPABILITIES

- Sound knowledge of accounts payable and receivable processes, including reconciliation and reporting.
- Demonstrated understanding of GST legislation and its application to financial transactions.
- Proven ability to work effectively within a high-volume, deadline-driven finance environment.
- Strong attention to detail and commitment to accuracy in data entry and record-keeping.
- Well-developed communication skills, both written and verbal, with the ability to provide clear advice to internal and external stakeholders.
- Competent in the use of financial management systems (e.g. Technology One) and Microsoft Office applications.
- Demonstrated ability to work collaboratively as part of a team, contributing to shared outcomes.
- Capacity to adapt to changing priorities and support continuous improvement initiatives.

**Position Demands Analysis
Financial Support Officer**

EXPOSURE RATING TABLE					
No exposure	Low Exposure		Medium Exposure		High Exposure
0 hrs daily	0-2 hrs daily		2-4 hrs daily		4-8 hrs daily
0	1		2		3
PHYSICAL REQUIREMENTS					
All lifting to be undertaken using effective risk based manual handling techniques					
Sedentary work Lifting 0 - 4.5kg	1	Elevating arms above shoulder height	0	Climbing to access / exit excavations	0
Light work Lifting 4.5 - 9.1kg	1	Extend arms for reaching	1	Kneeling for extended periods	0
Medium work Lifting 9.1 - 22.7kg	0	Sitting for extended periods	3	Crawling	0
Heavy work lifting 22.7 - 45.5kg	0	Standing for extended periods	1	Balancing	0
Repetitive Lifting	0	Walking for extended periods	0	Hearing above background noise	0
Pulling Loads > 5kg	0	Walking on uneven ground	0	Depth perception	0
Pushing loads > 5kg	0	Frequent bending / stooping	0	Colour vision	0
Lifting with trunk twisting	0	Shovelling / digging	0	Fine manipulation	0
		Throwing	0		
USE OF PERSONAL PROTECTIVE EQUIPMENT					
Safety boots / shoes	0	Dust Mask / Respirator	0	Reflective vest	0
Hard hat	0	Protective eyewear	0	Breathing Apparatus (BA)	0
Ear plugs / muffs	0	Gloves	0		
EXPOSURES					
CHEMICALS		CHEMICAL NAME/TYPE		BIOLOGICAL	
Dusts	0			Odours / Mists / Fumes	0
Liquids	0			Possible exposure to sharps	0
Herbicide spraying	0			Possible exposure Q Fever	0
Pesticide spraying	0			Possible exposure to Tetanus	0
Gases / Vapours	0			Possible exposure to Hepatitis A, B, C	0
Working with solvents	0			Possible exposure to blood / bodily fluids	0
	0			Possible exposure to plant pathogens	0
PHYSICAL/PSYCHOLOGICAL					
Inside work	3	Working near machinery	0	Slippery surfaces	0
Outside work	0	Operating machinery	0	Low light areas	0
Confined spaces	0	Vibration	0	Shift work	0
Working alone	0	Working at heights	0	Use of computer for screen-based activities	3
Working with hot substances	0	High Temperatures > 38 degrees	0	Prolonged Driving (periods > 2hrs)	0
Working with cold substances	0	Low Temperatures < 3 degrees	0	Violence/aggression from customers	0
Noisy work areas	0	Fatigue	0	Violence/aggression from animals / wildlife	0