



Position Details

Position title:	Accounts Receivable Officer
Award Classification:	Band 6
Department:	Finance
Division:	Governance & Performance
Date Approved:	March 2026
Approved By:	Chief Financial Officer

Organisational Relationships:

Reports To:	Team Leader – Accounting Services
Supervises:	N/A
Internal Stakeholders:	Council Employees and Managers, Executive Team and Councillors
External Stakeholders:	Residents, members of the public, government representatives, Statutory Authorities, clients, suppliers, consultants and Contractors.

Position Objectives

- Responsible for the effective oversight of Council’s accounts receivable and debtor management function to ensure revenue is accurately generated, recorded and collected in a timely and compliant manner
- Ensure all accounting and administrative matters pertaining to the generation of Council income through the Debtors system is in accordance with accounting principles, Council policies and statutory requirements
- Optimise debt recovery performance to minimise aged balances and support organisational financial targets



Key Responsibilities and Duties

- Lead and oversee Council's accounts receivable and debtor management function, ensuring the accurate, timely and compliant generation, recording and collection of revenue across all income streams in accordance with accounting standards, legislation and Council policy
- Exercise professional judgement in the management of debtor matters, including determining escalation pathways, assessing hardship applications, approving payment arrangements, administering direct debit facilities, and coordinating recovery actions to optimise cash flow while ensuring equitable customer outcomes
- Act as Council's primary contact for debt recovery, collaborating with internal business units, customers, external debt collection agencies and legal service providers to manage complex debtor issues, contractual requirements and service standards
- Maintain and administer the Debtors system and associated controls, including reconciliations, month-end processes, system administration, issue resolution, testing, upgrades and continuous improvement initiatives to strengthen data integrity, efficiency, compliance and reporting capability
- Provide financial systems support and cross-functional backup, including supporting Accounts Payable processes as required, contributing to the weekly creditor payment run, and ensuring appropriate integration and alignment between receivables, payables and general ledger functions
- Build organisational capability and support governance requirements, including developing and delivering training and system documentation for staff across Council, preparing debtor reports, KPIs and performance analysis, and identifying risks, trends and improvement opportunities to support effective decision-making.

Accountability and Extent of Authority

- Accountable for the effective, accurate and timely generation and collection of Council revenue through the administration and oversight of the Debtors system, ensuring compliance with accounting standards, legislation, Council policies and governance requirements
- Exercise professional judgement and delegated authority in the administration of debtor management activities, including determining reminder and escalation processes for different revenue types, assessing hardship applications, approving payment plans within policy parameters and managing direct debit arrangements
- Lead and oversee Council's debt collection processes across all revenue streams, including acting as the primary liaison with external debt collection agencies and legal service providers to ensure Council requirements, service standards and contractual obligations are met
- Maintain the integrity, accuracy and performance of the Debtors module, including system administration, reconciliation, process controls and identification and implementation of system and process improvements
- Provide authoritative advice to internal stakeholders on debtor management, revenue processes and system matters, including recommendations on escalation, risk mitigation and compliance issues



- Prepare, analyse and present debt balance and ageing reports, KPIs and risk information for senior management, including Strategic Risk, Internal Audit and the Executive Leadership Team, to support informed decision-making and financial governance
- Contribute specialist input to the review, development and continuous improvement of debtor management policies, procedures and internal controls within the functional area
- Decisions made in this role have a direct impact on Council cashflow, financial reporting accuracy, audit outcomes, regulatory compliance and customer outcomes, and are exercised within established objectives, budgets, policies and reporting frameworks

Judgement and Decision Making

- Exercise sound professional judgement in the management of Council's debtor portfolio, including determining appropriate recovery actions, escalation pathways and engagement strategies in accordance with legislation, Council policies and risk frameworks
- Assess and determine hardship applications, payment arrangements and direct debit approvals within delegated authority, balancing customer circumstances with Council's financial, compliance and governance obligations
- Apply specialist accounting, systems and legislative knowledge to resolve complex or non-routine debtor, reconciliation and system issues, including identifying root causes and implementing effective and sustainable solutions
- Determine, review and continuously refine debtor management processes, controls and workflows to improve efficiency, data integrity, compliance and cash flow outcomes
- Analyse debtor trends, aged balances and performance data to identify risks, issues and improvement opportunities, and provide informed recommendations to business units and managers, exercising a high level of professional independence within established governance parameters

Specialist Skills and Knowledge

- Advanced specialist knowledge of accounts receivable, debtor management and revenue processes, including a strong understanding of general ledger principles, reconciliations, variance analysis and their impact on financial reporting and audit outcomes
- Sound application of accounting principles, taxation requirements (including GST) and legislation relevant to debtor management, debt recovery and local government financial operations
- Demonstrated expertise in the administration, configuration and ongoing management of financial systems supporting accounts receivable, including the ability to investigate issues, implement system fixes, support upgrades and contribute to system and process improvements



- Thorough understanding of debtor management frameworks, controls and risk management practices, with the ability to apply this knowledge to complex or non-routine situations requiring interpretation, judgement and compliance oversight
- Able to prepare information using Microsoft applications and other tools
- Superior attention to detail, accuracy and good numeracy skills

Management Skills

- Demonstrated ability to plan, prioritise and organise work to meet multiple deadlines and competing demands, ensuring critical accounts receivable, debtor management and reporting obligations are delivered accurately and on time
- Ability to coordinate and manage own workload and contribute to the effective functioning of the broader finance team by proactively anticipating issues, resolving problems and adjusting priorities to meet operational and organisational objectives
- Capacity to identify service delivery risks, process inefficiencies and control weaknesses and take initiative to implement practical improvements within established governance and resource frameworks
- Proven ability to develop, deliver and maintain training materials and guidance to support staff capability uplift, cross-skilling and consistent application of debtor management processes across the organisation
- Strong capability to work effectively in a high-volume, deadline-driven environment, applying sound judgement and decision-making skills to manage pressure, competing priorities and operational demands

Interpersonal Skills

- Demonstrated ability to influence, liaise and gain the co-operation of internal stakeholders at all levels of the organisation, including working collaboratively with managers, the executive and colleagues across functions to achieve effective financial and operational outcomes
- Highly developed communication skills, with the ability to engage professionally and sensitively with members of the community in relation to complex or sensitive debtor matters, balancing customer needs with Council policy and financial obligations
- Ability to establish and maintain effective working relationships with external organisations and service providers, including debt collection agencies, legal representatives and statutory authorities, to manage issues, meet contractual requirements and support positive outcomes
- Proven ability to work collaboratively within a team environment, contributing specialist expertise, sharing knowledge and supporting cross-functional cooperation to achieve shared objectives
- Demonstrated openness, professionalism and resilience when dealing with challenging situations, differing perspectives and competing priorities, fostering constructive working relationships and positive service outcomes



Qualifications and Experience

- Completion of a tertiary qualification (degree or diploma) in accounting, finance or a related discipline, together with substantial relevant experience in accounts receivable, debtor management or financial operations, or an equivalent combination of qualifications and significant professional experience
- Demonstrated experience managing and overseeing a high-volume debtor portfolio, including the application of sound judgement in debt recovery, hardship assessment, compliance and customer engagement, preferably within a local government or similarly complex regulatory environment
- Proven experience working with financial management systems supporting accounts receivable and general ledger functions, including system administration, reporting, reconciliations and continuous improvement activities. Experience with TechnologyOne is highly regarded
- Well-developed understanding of accounting principles, taxation requirements (including GST), and legislation relevant to debtor management and debt recovery
- Demonstrated experience preparing and analysing financial and debtor reports, KPIs and performance information to support operational management, governance and informed decision-making

Child-Safe Standards

- Maintain a child safe culture at City of Port Phillip by understanding and activating your role in preventing, detecting, responding and reporting suspicions of child abuse to the relevant authorities by adhering to relevant City of Port Phillip policies and relevant legislation.

Occupational Health and Safety Responsibilities

- All employees of City of Port Phillip are responsible for maintaining and ensuring the OHS programs in their designated workplace as required by the Occupational Health and Safety Act 2004. Where applicable this includes taking every reasonably practicable step to ensure the health and safety of employees, contractors, visitors, and members of the public through identifying hazards, assessing risk, and developing effective controls within the area of responsibility and by adhering to relevant City of Port Phillip policies and legislation. Our leaders are responsible for championing and enhancing safety in our organisation.

Diversity and Equal Employment Opportunity

- The City of Port Phillip welcomes people from diverse backgrounds and experiences, including Aboriginal and Torres Strait Islander peoples, people from culturally and linguistically diverse (CALD) backgrounds, LGBTIQ+, people with disability, as diversity and inclusion drives our



success. Our leaders are responsible for championing and enhancing diversity and inclusion in our Organisation and City.

Security Requirements and Professional Obligations

Support Council's business continuity, emergency management and municipal recovery activities when required.

Pre-employment screening will apply to all appointments.

Prior to a formal letter of offer, preferred applicants will be asked to provide:

- Evidence of mandatory qualifications/registrations/licences,
- Sufficient proof of their right to work in Australia
- Sufficient proof of their identity.
- Complete a National Police Check completed **via** City of Port Phillip's Provider.
- Evidence of a Working with Children Check (employee type with City of Port Phillip registered as the organisation).

Key Selection Criteria

- Demonstrated experience in the effective management of a high-volume accounts receivable and debtor portfolio, including invoicing, statements, reminders, debt recovery actions and the application of sound judgement to achieve timely and compliant revenue outcomes. Experience in a local government or similarly complex regulatory environment is desirable
- Proven specialist knowledge of accounting principles, taxation requirements (including GST) and legislation relevant to debtor management and debt recovery, with the ability to apply this knowledge to complex or non-routine situations while ensuring compliance with organisational policies and governance frameworks
- Well-developed financial systems capability, including experience in the administration and support of accounts receivable systems, reconciliations, reporting and process improvement. Experience with TechnologyOne or similar enterprise financial systems is highly regarded
- Highly developed analytical, problem-solving and decision-making skills, with demonstrated ability to assess debtor issues, hardship applications, payment arrangements and recovery strategies, and to make informed recommendations that balance customer outcomes with organisational financial objectives
- Strong communication and interpersonal skills, with the ability to liaise effectively with internal stakeholders at all levels, members of the community, and external agencies, including debt collection providers and legal representatives, to achieve professional, equitable and customer-focused outcomes



- Demonstrated ability to plan, prioritise and manage competing workloads in a high-volume, deadline-driven environment, including the preparation and analysis of debtor reports, KPIs and performance information to support operational management and governance requirements

City of Port Phillip celebrates a vibrant and diverse work environment and community, which includes people of Aboriginal and/or Torres Strait Islander background, people of diverse sexual orientation and gender, people from culturally and linguistically diverse backgrounds and people of varied age, health, disability, socio-economic status, faith and spirituality. Employees are able to develop both professionally and personally whilst planning and delivering a range of important services and programs to the community.