














Position Description

Position	Accounting Admin Supervisor
Manager	Catherine Duncan
Direct Reports	Accounting Admin Team and Reception
Last Updated	December 2019



Role Summary
























The role of Accounting Admin Supervisor is to manage the Accounting Admin team and Reception; including developing and mentoring team members, workflow management and representing the Accounting Admin team to the wider team. In addition, the role will support the General Manager in the implementation of Operational Projects.


Key Accountabilities

Role	Responsibilities
Client Services Administrator	<ul style="list-style-type: none">  Display a detailed understanding of the accounting administration role.  Ability to review work of the Accounting Admin team and where necessary process Accounting Admin work.  Including (but not limited too): <ul style="list-style-type: none"> ○ Preparation of client correspondence including ATO NOA's. ○ Management and liaison with government bodies ○ Data entry and maintenance of data integrity (APS database, CAS, ATO, ASIC) ○ Collation of financial statements and tax returns and preparations of associated letters and invoices using various software and document management systems. ○ Corporate Secretarial management using CAS 360 ○ Formation of business structures such as companies, trusts and SMSFs ○ Administer on-boarding and exiting clients.
Team Management	<ul style="list-style-type: none">  Proactively manage workflow of the Accounting Admin Team, ensuring that effective resourcing contingencies are in place  Provide daily management, KPI's, coaching and mentoring to a team of 4 employees.  Create and implement training plans for all team members, ensuring personal development for the individual and the business has the required support in all areas of Accounting Admin.  Manage and participate in reception relief for lunch breaks, annual leave and sickness.
Process Management and Project work	<ul style="list-style-type: none">  Review and continuously improve Accounting Admin processes using technology.  Fully implement and utilise all Admin Technology  Ensure that all Accounting Admin processes are correctly mapped, documented and maintained.  Provide Accounting Admin statistics and performance reports to General Manager.  Support the General Manager in supporting the IT infrastructure and administration of the business.  Act as the primary driver and project champion for Virtual Cabinets document portal.







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	 Display a detailed understanding of project and change management processes.  Support General Manager in ad hoc projects as required.
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Competencies	
Technical Expertise	 Demonstrates strong accounting administration experience  Demonstrates strong people management skills  Ability to work as intermediate or above level on Microsoft package; including Word, Powerpoint, Excel and Outlook  Demonstrates strong organisational skills  Suggests improvements to processes and procedures  Ability to identify when to take ownership of a task, project or piece of work and when to delegate, collaborate and hand over to specialist in the wider team.
Client Management	 The ability to demonstrate concern for satisfying one's external and/or internal customers.  Develops favourable professional relationships with clients (internal and external) and works closely with clients.  The ability to develop strong relationships at Executive level within the organisation.  Easy to talk to. Responds positively and quickly to client and team member requests. Ensures communications are responded to quickly.
Communication	 The ability to ensure that information is passed onto others who should be kept informed.  The ability to express oneself clearly in conversations and interactions with others.  The ability to plan and deliver oral and written communications that make an impact and persuade their intended audiences.  The ability to deliver feedback or address situations in a calm, positive and constructive manner.  The ability to coach, develop and inspire team members.
Project Management	 The practice of initiating, planning, executing, controlling and closing the work of a team to achieve specific goals and meet specific success criteria at the specified time.  Using initiative to identify what needs to be done and doing it before being asked or before the situation requires it.
Leadership	 Displays leadership capability and capacity as a trusted and respected member of the organisation.  Demonstrates strict levels of confidentiality  Delegates effectively where appropriate.  Contributes to the development of staff through on the job coaching and providing staff training.  Is decisive when required.
Influencing Others	 The ability to gain others' support for ideas, proposals, projects and solutions.

Matthews Steer Behaviours	
Culture	 Ensuring the culture of Matthews Steer is maintained by actively seeking continuing professional improvement of yourself,

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	<p>your team and the business and ensuring the practice vision, mission and purpose and values are adhered to.</p> <p> Support others to achieve their goals.</p>
Honesty & Integrity	<p> Approaches all assignments positively and shows a high level of enthusiasm. Shows commitment to Matthews Steer.</p> <p> Demonstrates high professional standards, is honest and trustworthy.</p> <p> Maintains confidentiality as appropriate.</p> <p> Holds oneself accountable for actions.</p> <p> Follows through on commitments and undertakings and puts the Company needs before personal gain.</p>

Knowledge & Experience

Experience	<p> 5 – 7 years of experience in a public practice Accounting Admin role</p> <p> 1 + year of people management experience</p> <p> Intermediate to advanced ability to use Microsoft Office Suite.</p>
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