

**The University of Waikato  
Te Whare Wānanga o Waikato**

**POSITION DESCRIPTION**

**Financial Operations Analyst**

**Vision**

We will

- deliver a world-class education and research portfolio
- provide a full and dynamic university experience which is distinctive in character
- pursue strong international linkages to advance knowledge

The over-arching themes of this *Vision* are:

- Excellence
- Distinctiveness
- International Connectedness

**Values**

Ko te mana o Te Whare Wānanga o Waikato ka herea ki tō tātou:

- Tu ngātahi me te Māori
- Mahi pono
- Whakanui i ngā huarahi hou
- Whakarewa i te hiringa i te mahara

The University of Waikato places a high value on:

- Partnership with Māori
- Acting with integrity
- Celebrating diversity
- Promoting creativity

**1. FINANCE & ANALYTICS TEAM**

The purpose of the Finance & Analytics team, part of the Corporate Services Group within the portfolio of the Chief Operating Officer, is to provide best-in-class financial services, reporting and analytics to the University.

The team manages the financial systems, financial data and financial policy and procedures ensuring the integrity and accuracy of financial information to support better decision making across the University. The team is also responsible for the provision of insightful performance reporting and measurement, as well as business intelligence and analytics.

The Finance & Analytics team works with staff across the University to facilitate strategic thinking, formulation of credible budgets and reporting of results to internal and external stakeholders.

## 2. POSITION PURPOSE

The Financial Operations and Procurement Team provides payment, receipting, banking, and procurement related services for the University in a flexible, efficient and customer focused manner.

The team works in a collaborative way with all staff in the Finance & Analytics Team to provide financial services to university staff and external stakeholders.

The Financial Operations Analyst role provides information to enable the Financial Operations Team to provide value added reporting to its stakeholders, to enable continuous improvement and mitigate risk associated with policy and process.

This helps to ensure that the University's financial systems are utilised to ensure transactions are captured accurately, efficiently, with appropriate approvals and with a minimum of manual intervention.

## 3. ACCOUNTABILITY

The Financial Operations Analyst reports to the Associate Director – Financial Operations or their delegate.

The Financial Operations team is made up of 4 core functions

- Corporate Procurement
- Accounts Payable
- Accounts Receivable and Cash
- Compliance and Internal Audit, Analytics and Reporting

## 4. FUNCTIONAL RELATIONSHIPS

A key deliverable of the Financial Operations Analyst is to develop and maintain Stakeholder relationships across the University, Finance and with External Providers. This includes engagement across multiple levels of management and where there are complex external relationships.

### Internal:

- Director of Finance
- Finance Leadership Team
- Business Partners - Finance
- Business Partners – Procurement
- Business Partners – People Capability
- Budget holders, approvers and other University staff as required.

### External:

- Suppliers & Customers
- Contractors
- Bankers
- General public

## 5. KEY TASKS

The Financial Operations Analyst is expected to work across the various functions in the wider team and will support the Financial Operations Officers with their day-to-day tasks. Refer to the Appendix for Finance Operations and Procurement Team structure diagram.

The Financial Operations Analyst will assist the Associate Director Financial Operations (including Procurement) to manage the day-to-day business processes and stakeholder engagement which will include:

- **Accounts Payable**
  - Processing of Invoices
  - Managing Vendor Relationships as they pertain to payments and Invoices
  - Process Improvements
  - Vendor Master File Maintenance in all core systems
  - Vendor Bank Account Setup Approval

- Transaction Approvals
- Vendor Vetting
- **Accounts Receivable**
  - Debt Collection
  - Process Improvements
  - Transaction Approvals
- **Cash and Bank**
  - Receipting Activity Reporting
  - Reconciling Transactions
  - Process Improvements
- **Financial Accounting**
  - Balance Sheet Reconciliation
  - Transaction Investigations and Resolution
- **Policy and Standard Operating Procedures**
  - Review and facilitate the update all Standard Operating Procedures
  - Review, monitor and update all Financial Operations and Procurement related policies as required

In addition to supporting the Financial Operations Team, the Financial Operations Analyst will be responsible for a number of areas over as part of their core duties:

- **Procurement**
  - **Procurement Reporting**
    - Assisting with the design and maintenance of Reporting Framework.
    - Assisting with the design and maintenance of Procurement (including Procure to Pay) risk management reporting and analytics framework.
    - Assisting with the development, maintenance and updating of Reporting to assist with Procurement related strategy and decision making.
    - Assisting with the development, maintenance and update of our Internal Audit Framework.
    - Policy Maintenance and update as part of our Business Improvement initiatives and risk management.
  - **Procure to Pay**
    - Review and monitoring of the Procure to Pay process and tools.
    - Transaction Authorisation – (ie approval of Invoices, payment batches, journals etc).
    - Masterfile Maintenance.
    - Vendor Approval.
    - Service Request Triage and Task Allocation to the wider team.
  - **Contract Management**
    - Assisting with and developing reporting and analytics of the Contract Management System.
    - Assisting the Procurement Business Partner to maintain the Contract Register.
    - Policy Maintenance.
- **Analytics, Compliance and Internal Audit**
  - **Pcard Audit**
    - Pcard Transaction Audit and Administration.
    - Change Approval (eg Limit Change Approvals).
    - Develop, maintain and update Pcard Analytic Reporting.
    - Policy review and maintenance.
  - **Procurement and Procure to Pay**
    - Design, develop and maintain a suite of Procurement Reporting aligned to Procurement Risk Management Framework.
    - Internal Audit.
    - Policy review and maintenance.

- **Receivables and Cash**
  - Design, develop and maintain a suite of customer and accounts receivable reporting.
  - Internal Audit.
  - Policy review and maintenance.

#### Continuous Improvement

- Identify opportunities to continually improve the effectiveness and efficiency of university financial systems and processes, both within Financial Operations and across the wider University.

#### Health and Safety

- Participate in the maintenance of a safe and healthy work environment for self and others including students. Comply with and undertake responsibilities set out in the University's Health and Safety Policy.

#### **NOTE:**

Staff have annual objectives, development, and reflection (ODR) meetings with their manager. New staff normally attend such an interview approximately three months after taking up their appointment.

## **6. PERFORMANCE STANDARDS**

The Financial Operations Officer will be performing satisfactorily when:

- **Stakeholder Engagement**
  - Interactions while performing duties are conducted professionally, respectfully, and collaboratively.
  - There is a productive and closely aligned working relationship with the other teams in Financial Services and key stakeholders.
- **Timely and accurate processes:**
  - Payments are made accurately.
  - Monthly Reconciliations.
  - Supplier details are verified and loaded into systems.
  - Customer Enquiries.
- **Continuous Improvement and Business Process**
  - Business opportunities and risks are identified and resolved proactively.
  - Financial transactions are completed without rework or complaints efficiently.
  - Operation of the office runs smoothly, and an effective relief service has been provided if required.
  - The Financial Operations Officer demonstrates a full understanding of the end-to-end business processes and can provide support and advice to clients and are able to work effectively within a team environment.

Financial Operations has defined KPI's to ensure a targeted approach to service delivery in terms of timeliness. These are reviewed Bi-monthly are incorporated into Organisational Development Planning.



## PERSON SPECIFICATION

### EDUCATIONAL QUALIFICATIONS

#### Minimum Requirements

- Completing Degree in Business or Accounting or equivalent and 3 years related experience

#### Preferred

- A completed diploma / degree in Business or Accounting, specialising in Data Analytics
- 5+ years of relevant experience
- Leading or a senior role in a team

### TRAINING, SKILLS, AND KNOWLEDGE

#### Essential

The candidate will have demonstrable experience in or with:

- Accounts Payable
- Accounts Receivable & Cash management
- Business Administration
- Business Process Improvement – eg Lean or similar
- Working with an ERP system like Oracle or similar
- Working with Microsoft 365 Suite of products
- Working with a CRM (Customer Relationship Management)
- Helpdesk Experience
- Advanced Excel Skills and Power BI or similar
- Risk Management
- Developing and Maintaining business and risk reporting that will include:
  - Designing Reporting Frameworks
  - Design of Reports
  - Stakeholder Engagement
  - Report Development and Training
  - Monitoring and Business Improvement
- Policy Development and Maintenance

#### Preferred

- 5+ years of related experience
- Leading or a senior role in a team

### PERSONAL QUALITIES

- Good interpersonal and communication skills, including the ability to build confidence with diverse stakeholders at all levels.
- A professional, courteous, and pleasant manner and a Commitment to an elevated level of client service
- Exacting standards of work quality and output, with the ability to work in a busy environment
- Demonstrated ability to present accounting information in a clear and accurate written and verbal format.
- Collaborative team player that develops positive working relationships with colleagues and clients.
- Excellent organisational and planning skills: delegating, coordinating, and completing tasks efficiently.
- Shows a level of initiative with the ability to take ownership of your own performance.
- Ability to think ahead, to plan, to prioritise and is open to change.
- Commitment to EEO to equal opportunity and to the University's partnership with Māori as intended by the Treaty of Waitangi.
- Commitment to a culture of openness, flexibility, and co-operation to achieve excellence in academic programmes, research, and service.

**Appendix: Finance Operations and Procurement Team Structure.**

This diagram shows the functions with some detailed tasks that the **Finance Operations and Procurement team** are expected to work across. The Financial Operations Analyst predominantly works in the Analytics, Internal Audit and Compliance (policy) space. They must also support the other functions to assist with capacity demands.

## Financial Operations & Procurement

Accounts Receivable & Cash
<ul style="list-style-type: none"> <li>• Manual Receipting with some Automation</li> <li>• Manual Reconciliation with some Automation</li> <li>• Debt Collection</li> <li>• Customer Invoicing</li> <li>• Non Project Invoices and Credit Notes</li> <li>• Processes are assigned to the whole AR function</li> <li>• SITS Receipting</li> <li>• Receipting Channels</li> <li>• AR Email Queue</li> </ul>

Accounts Payable
<ul style="list-style-type: none"> <li>• Vendor Setup</li> <li>• Vendor Change Management</li> <li>• ERP Invoicing</li> <li>• ERP Expenses</li> <li>• ASB Card Management</li> <li>• Kuhukuhu</li> <li>• No PO Payments (Like Koha) - Via Kuhukuhu</li> <li>• Processes are assigned to whole AP Team</li> <li>• AP Email queues</li> </ul>

Procurement
<ul style="list-style-type: none"> <li>• Policy, Advice &amp; Training</li> <li>• Tender Management</li> <li>• Sourcing and Vendor Management</li> <li>• Contract Management</li> <li>• Systems Administration</li> <li>• Kuhukuhu Triage</li> <li>• Procurement Email Queue</li> </ul>

Analytics and Compliance
<ul style="list-style-type: none"> <li>• Performance Analytics <ul style="list-style-type: none"> <li>• KPIs Kuhukuhu</li> <li>• PO Activity</li> <li>• Risk Reporting</li> <li>• Pcard Activity</li> </ul> </li> <li>• Audit <ul style="list-style-type: none"> <li>• Vendor Setup</li> <li>• Bank Accounts</li> <li>• Manual Payments</li> <li>• Pcard</li> </ul> </li> <li>• Masterfile Maintenance <ul style="list-style-type: none"> <li>• Unimarket Data Refresh and Review</li> <li>• Contract Register Maintenance</li> </ul> </li> <li>• Approvals <ul style="list-style-type: none"> <li>• IDR</li> <li>• Credits</li> <li>• Pcards Changes</li> </ul> </li> <li>• System Month End Process</li> <li>• Kuhukuhu Triage</li> </ul>