

POSITION DESCRIPTION

Financial Operations Officer

Reports to:	Associate Director of Financial Operations
Division:	Finance
Tenure:	Fixed Term
Location:	Hamilton
Date:	March 2026

Vision

Ko te tangata

A research-intensive university providing a globally connected, innovative and inclusive studenty experience in an environment characterised by a commitment to diversity, respect for Indigenous knowledge, and high levels of community engagement.

Values

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

- Tū 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. GENERAL

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.

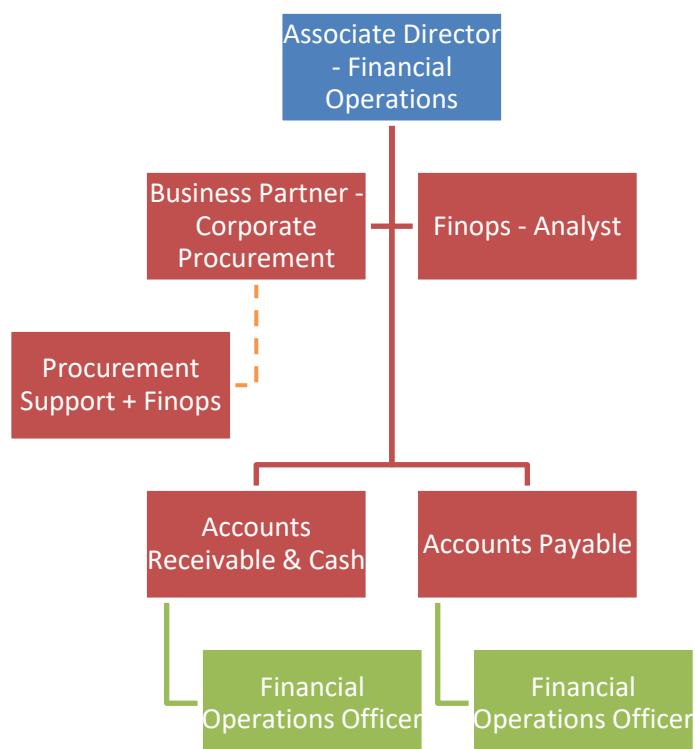
The Finance & Analytics team works with staff across the University to facilitate strategic thinking, formulation of credible budgets and reporting of results to internal and external stakeholders.

2. POSITION PURPOSE

The Financial Operations Team provides end-to-end transactional finance services, including accounts payable, accounts receivable, cash management and procure-to-pay, ensuring financial accuracy, control, and service quality across the University.

The Financial Operations Officer role ensures 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.

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



3. FUNCTIONAL RELATIONSHIPS

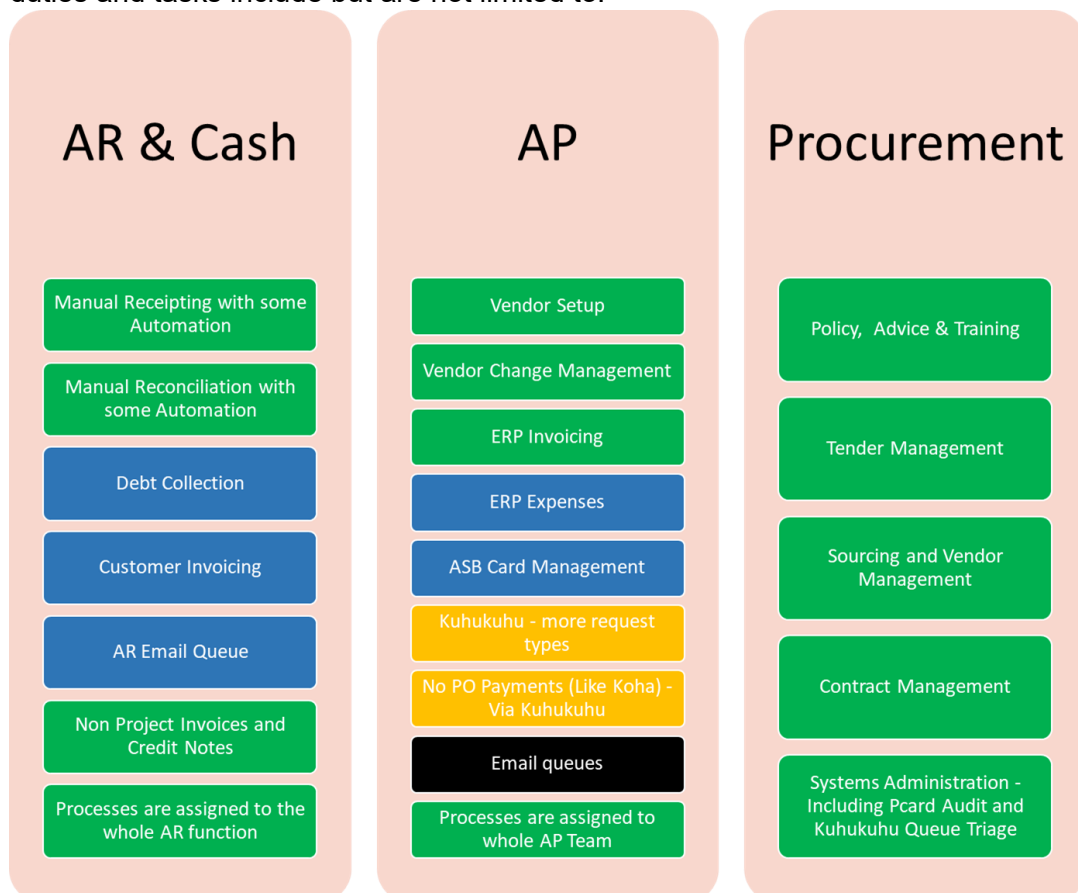
Internal: Director of Finance
 Finance Leadership Team
 Business Partners - Finance
 Business Partners – Procurement
 Business Partners – People Capability
 Senior Managers and staff in the Finance & Analytics Team, Division
 Directors, School Managers, Administrators and University staff and students
 (particularly international students)

External: Suppliers and customers
 Contractors
 Bankers
 General public

4. KEY RESPONSIBILITIES

Financial Responsibilities

- **Accounts Payable (AP)**
Process supplier invoices accurately and on time, resolve discrepancies, and maintain effective vendor relationships.
- **Procure-to-Pay (P2P)**
Support end-to-end P2P processes, ensuring alignment of purchase orders, invoices, and payments in line with policy.
- **Accounts Receivable (AR)**
Manage invoicing, receipting, and debt collection, including follow-up on outstanding balances and resolving billing queries.
- **Cash and Bank**
Complete bank, clearing, and control account reconciliations, investigating and resolving variances within reporting timeframes.
- **Financial Accounting**
Assist with month-end processes, including journals, accruals, and reconciliations, ensuring accuracy and compliance.
- **Procurement Support**
Provide support across purchasing activities, ensuring adherence to procurement policies and efficient processing.
- **Vendor Management**
Maintain accurate supplier records, including onboarding and updates, ensuring compliance with organisational requirements.
- **PCard Administration**
Monitor, reconcile, and support procurement card usage, ensuring compliance with policy and accurate coding.
- Financial Operations Officer is expected to be able to work across the various portfolios. The duties and tasks include but are not limited to:



Team Contribution

- Work effectively as a member of the Financial Operations Team to support other team members and provide support and/or coverage of functions.
- Work collaboratively to encourage transparency across activities, open sharing of knowledge, and the building of positive relationships to support a high-performance culture.
- Work with other team members on projects.
- Support a positive culture and morale.
- Comply with and undertake responsibilities set out in the University's Health and Safety Policy

Continuous Improvement

- Actively contribute to the ongoing development and improvement of systems and processes.

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 an annual Objectives, Development and Reflection (ODR) meeting with their manager.

5. PERFORMANCE STANDARDS

The Financial Operations Officer will be performing satisfactorily when:

- 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.
- Payments are made accurately
- Monthly Reconciliations.
- Supplier details are verified and loaded into systems.
- Customer Enquiries.
- 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 where and when 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.
- Valuable contribution and participation in relevant meetings and/or projects is provided.
- Information and guidance provided is accurate, consistent with University policies and procedures, and supports effective financial operations.
- Safe and healthy work practices are followed that comply with University policies and procedures, relevant work standards and statutory obligations.

PERSON SPECIFICATION

EDUCATIONAL QUALIFICATIONS

Essential

- A completed NCEA Level 3 or equivalent
- Studying towards a Certificate in Business or Accounting or equivalent or 3 years related experience in a similar role

Desirable

- A completed diploma or degree in Business or in Accounting

SKILLS, KNOWLEDGE and EXPERIENCE

Essential

- Experience in accounts payable/receivable and cash management
- Strong administration skills
- Experience working with an ERP system like Oracle or similar
- Experience working with Microsoft 365 Suite of products
- Experience working with a CRM (Customer Relationship Management) system to manage customer requests and queries

Preferred

- 3 years related experience in a similar role

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 commitment to an elevated level of client service.
- 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 a culture of openness, flexibility, and co-operation to achieve excellence in academic programmes, research, and service.
- A demonstrated commitment to challenge the status-quo and drive continuous improvements.
- Strong technical ability with systems and processes
- Ability to monitor multiple tasks, prioritise and maintain progress.
- Commitment to diversity principles and the University's partnership with Māori as intended by the Treaty of Waitangi.