

Position Description

Position title	Accounts Payable Officer
Department / Division	Finance, Corporate Services Division
Classification	Grade 2 Year 1 – Grade 2 Year 5 AO21 – AO25
Position reports to	Accounts Payable Team Leader
No. of direct & indirect reports	n/a
Location	The Royal Children's Hospital, Flemington Road, Parkville
Risk category	Category C - works in a non-clinical setting, non-patient facing setting and only attends clinical areas infrequently

The Royal Children's Hospital
<p>The Royal Children's Hospital's (RCH) vision is <i>a world where all kids thrive</i>.</p> <p>RCH is located within the Melbourne Biomedical Precinct, with more than 45 world-class biomedical organisations and more than 50,000 of the brightest minds working together to make the Precinct number one in the Asia Pacific region for health, education, research, and training. Within this, RCH is also a cornerstone member of the Melbourne Children's Campus, partnering with Murdoch Children's Research Institute, The University of Melbourne Department of Paediatrics and The Royal Children's Hospital Foundation. Each organisation contributes to a paediatric academic health centre which is greater than the sum of its parts.</p> <p>RCH has cared for the children and young people of Victoria for more than 150 years since it was founded in 1870. A full range of paediatric and adolescent health services are provided plus tertiary and quaternary care for the most critically ill and medically complex patients in Victoria, Tasmania, southern NSW and other states around Australia and overseas. The RCH is the only provider of heart transplant services and CAR T-cell therapy for paediatrics in Australia. RCH is an effective advocate for patients and their families with a particular focus on vulnerable children and increasingly, mental health in young people. The hospital also supports many health promotion and prevention programs. The Hospital has more than 6,000 staff, a budget of \$850M, 12 wards and 350 beds. Annually, the RCH has 300,000+ Specialist Clinic appointments, 90,000+ Emergency Department presentations and 20,000 elective surgeries.</p> <p>We work collaboratively with hospitals to deliver the right care, in the right place, at the right time. The RCH is committed to the Child Safe Standards https://www.rch.org.au/quality/child-safety/.</p> <p>RCH enjoys high employee engagement and is committed to staff safety and a positive culture through enactment of our Compact.</p> <p>Further information on RCH is available at www.rch.org.au</p>

ROLE PURPOSE
<p>This role will report to the Accounts Payable Manager and is responsible for the accurate processing and review of Accounts Payable invoices within required timelines, the monthly reconciliation of supplier statements, active</p>

stakeholder and vendor management and the resolution of invoice and purchase order discrepancies resulting in non-payment of invoices.

KEY ACCOUNTABILITIES

Administration

- Accurately process and review accounts payable invoices and employee reimbursements in a high-volume environment, ensuring invoices and expense claims processed comply with legislation, policies and procedures.
- Deal with enquires or troubleshoot issues related to unpaid invoices
- Maintain accounts payable supplier records and related documentation, ensuring data integrity and minimising the risk of fraudulent activity.
- Support the achievement of payment targets and Key Performance Indicators (KPI's)
- Ensure invoices are paid in accordance with agreed payment terms through reconciliation of supplier statements, review of reports, and resolution of discrepancies and disputes.
- Support the education of key internal stakeholders regarding the business requirements for an invoice to be approved and paid
- Escalate unresolved or high risk issues to the Accounts Payable Team Leader and the Finance Manager Operations

Customer Service

- Ensure excellence in customer service at all times
- Maintain quality standards through active participation in regular audits, quality checks and listen to feedback
- Ensure compliance with confidentiality and privacy obligations and other legislative requirements as appropriate
- Ensure appropriate and prompt response to all invoice and payment enquiries
- Ensure a high quality of customer service is provided to internal and external stakeholders
- Utilise and support communication systems, including timely and accurate review of information impacting team operations and understanding of business requirements
- Actively participate and contribute to continuous improvement of processes and workflows

Team Work

- Assist in the induction and training of new staff according to documented procedures and work practices
- Demonstrate active team member participation to ensure ongoing excellence in service delivery and team work
- Actively participate in department team meetings and huddles
- Participate in activities including performance reviews and development plans; training and team activities as scheduled
- In conjunction with the Accounts Payable Team Leader, instigate and participate in process improvement initiatives and follow through until completion
- Share best practice with other members of the team and support standardised processes and procedures
- Build and maintain effective relationships with relevant internal and external stakeholders

QUALIFICATIONS AND EXPERIENCE

Essential:

- Demonstrated experience in a high-volume accounts payable function with at least 2 years of working experience
- Demonstrated experience using computer applications, including Microsoft Office products and Accounts Payable systems
- Demonstrated proficiency in the use of established administrative processes
- Demonstrated commitment to work and contribute as part of a team

Desirable:

- A tertiary qualification in accounting (minimum diploma level) would be highly desirable
- An understanding of the healthcare sector

KEY SELECTION CRITERIA

- Experience meeting KPI's in a high-volume accounts payable environment
- Well-developed verbal communication and interpersonal skills and attention to detail with the ability to interact with a variety of stakeholders
- Self-motivated and committed individual, who is proactive in meeting deadlines and achieving targets
- Ability to work with initiative, autonomy and as part of a team
- Ability to follow standard operating procedures, analyse situation and or information, clearly and accurately communicate information
- Strong reconciliation and problem-solving skills
- Knowledge of GST and how transactions processed through accounting systems must be treated under GST legislation
- Excellent organisation skills with flexibility to change priorities according to requirements
- Ability to challenge the status quo: an enquiring mind, with a focus on continuous improvements

OTHER REQUIREMENTS

- Employees are required to undertake a National Criminal Record Check and a Working with Children Check prior to commencing employment
- Employees are required to maintain a valid Working with Children Check throughout their employment
- A current, full driver's licence for the State of Victoria which is appropriate for the type of vehicle being driven, and comply with any restrictions on their licence (e.g. wearing glasses) while undertaking hospital duties (If applicable)
- Employees are required to maintain compliance with RCHs "Staff Immunisation - Prevention of Vaccine Preventable Diseases" procedure.

IMPORTANT INFORMATION

All employees are required to adhere to the Royal Children's Hospital Values:

- Curious - We are creative, playful and collaborative

- Courageous - We pursue our goals with determination, ambition and confidence
- Inclusive - We embrace diversity, communicate well, build connections and celebrate our successes together
- Kind - We are generous, warm and understanding

RCH COMPACT

All new and existing employees commit to the RCH Compact to contribute to a strong and respectful culture.

- We do better work caring for children and families when we also care for each other
- I bring a positive attitude to work – I share, I laugh, I enjoy other's company
- I take responsibility for my behaviour and its impact on others
- I am curious and seek out ways to constantly learn and improve
- I celebrate the good stuff, the small stuff, the big stuff – it all matters
- I speak up when things aren't right
- I value the many different roles it takes to deliver great patient care
- I actively listen because I want to understand others and make better decisions
- I am inclusive and value diversity
- When it comes to teamwork, I don't hold back – I'm all in

QUALITY, SAFETY AND IMPROVEMENT

RCH employees have a responsibility and accountability to contribute to the organisation's commitment to Quality, Safety and Improvement by:

- Acting in accordance and complying with all relevant Safety and Quality policies and procedures
- Identifying risks, reporting and being actively involved in risk mitigation strategies
- Participating in and actively contributing to quality improvement programs
- Complying with the requirements of the National Safety & Quality Health Service Standards
- Complying with all relevant clinical and/or competency standards
- Complying with the principles of Patient and Family Centred Care that relate to this position

The RCH is committed to a diverse and inclusive workforce. We encourage applications from Aboriginal and Torres Strait Islander people, people from culturally and/or linguistically diverse backgrounds, all members of the LGBTIQI community and people with disability.

Position description last updated

September 2025