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| **Position Title** | Service Centre Advisor (Finance) |
| **Group/Portfolio** | Service Centre |
| **Classification** | HEW Level 4 |
| **Position Number** | 00050642 |
| **Reports To** | Service Centre Manager - Purchasing |
| **Employment Type** | Fixed term |

## Position Purpose

## The Service Centre Advisor (Finance) supports the Purchasing function to facilitate the accurate and efficient delivery of financial operations across the University. This role contributes to the smooth functioning of purchase lifecycle activities and ensures compliance with relevant financial procedures and guidelines.

## Working under general direction, the position assists with processing financial transactions, maintaining records, and providing guidance to staff on routine purchasing and expenditure matters. They will demonstrate a commitment to customer service and work collaboratively with colleagues to resolve finance-related queries.

The position provides advice on finance policies, systems and processes and works collaboratively to resolve operational and transactional finance issues, contributing to financial controls and operational excellence within the Service Centre.

## As a team player, this role supports both their immediate function and the broader Service Centre. They may be required to work flexibly across other disciplines through job rotation or to support team workloads.

## This position plays an important role in supporting the University’s Fraud and Corruption Control Framework. The incumbent will ensure they understand and apply the University’s Fraud and Corruption Control Framework and effectively manage prevention, detection and reporting controls within their function.

## Eligibility Requirements

* The occupant of this position will hold an associate diploma level qualification with relevant work experience, or an equivalent combination of relevant experience and/or education/training.

## Key Responsibilities

* Process financial transactions accurately and promptly, including investigation of discrepancies, assurance and quality control activities, ensuring compliance with legal, regulatory and University requirements.
* Contribute to assurance and quality control activities to identify risk, ensure compliance, and support audit readiness.
* Support continuous improvement by identifying opportunities to streamline processes and enhance service delivery
* Provide advice and guidance to stakeholders in relation to university expenditure, including travel and dangerous goods/chemicals.
* Provide high-quality customer service and support, ensuring queries are responded to in a professional and timely manner or escalated promptly to maintain a positive stakeholder experience.
* Collaborate with colleagues to prioritise workloads and resolve operational issues using sound judgement.
* Support continuous improvement of financial processes by identifying opportunities to streamline processes and enhance service delivery.
* Produce regular reports and review financial data to identify potential compliance issues for escalation.
* Promote a positive workplace culture aligned with the Service Centre Team Charter and Corporate Services values: Excellence, Reciprocity, Inclusion, Integrity, and Innovation.
* Promote and demonstrate cultural behaviour in accordance with the Fraud and Corruption Control Framework and the University Integrity program. This includes acting with integrity in undertaking duties and implementing processes to effectively prevent, detect, and respond to fraud and corruption within the University.
* Be a leading example of the principles and values embodied in the University’s Code of Conduct, and behave, act and communicate at all times to reflect fairness, ethics and professionalism.

## Key Capabilities

Griffith University identifies the attributes of resilience, flexibility, creativity, digital literacy and entrepreneurship as critical to our graduates’ success, in the rapidly changing future world of work. We have established a Griffith University Capability Development Framework to provide a common language of some of the non-technical organisation skills that will support our staff to thrive now and into the future. The Capability Development Framework will assist you to understand the current skill level of this position in the non-technical but critical skill domains that are increasingly important in a changing workplace context.

To read about some of the non-technical organisation skills for this position, please see the Leads Self section of our[Capability Development Framework](https://intranet.secure.griffith.edu.au/employment/learning-and-development/specialist-programs/capability-development-framework#framework).