POSITION DESCRIPTION – Revenue Accountant	
Part 1 – Expectations for Your Role	
Position	Revenue Accountant
Service / Program	Finance
Industrial Instrument	Each Enterprise Agreement 2024
Instrument Classification	Support Services - Level 5
Reports to	Financial Controller
Effective Date	August 2026

Position Summary

The Revenue Accountant is responsible for ensuring accurate revenue recognition in accordance with Australian Accounting Standards and taxation requirements, while supporting the organisation's financial reporting and decision-making processes.

In addition, this the role is accountable for ensuring that all services delivered are accurately billed and that revenue is collected in a timely manner.

The position also plays a key role in reviewing and enhancing revenue processes, workflows and controls, requiring a proactive and innovative approach to identifying opportunities for improvement and working collaboratively with senior finance staff to implement best-practice solutions.

Key Deliverables

Revenue Accounting and Recognition

- Manage the accurate and timely recognition of grant and contract revenue in accordance with applicable accounting standards and organisational policies.
- Ensure grant and contract revenue is recorded, reconciled, and reported accurately across all funding streams, customer contracts, grants, and service agreements.
- Monitor grant and contract revenue transactions and investigate discrepancies to ensure completeness and accuracy.
- Maintain grant and contract revenue schedules and supporting documentation for audit and compliance purposes.
- Support month-end and year-end financial close processes relating to grant and contract revenue.

Funding and Contract Reconciliations

- Reconcile revenue from government funding bodies, customers, and other income sources.
- Review funding agreements and contractual arrangements to ensure revenue is recognised appropriately.
- Identify and resolve funding variances, underpayments, overpayments, and acquittal issues in a timely manner.
- Work collaboratively with operational teams to ensure funding claims are complete and accurate.

Revenue Reporting and Analysis

- Prepare regular revenue reports, reconciliations, forecasts, and variance analysis.
- Provide insights into revenue performance, emerging trends, and financial risks.
- Assist with budget development, forecasting, and financial planning activities.

Compliance, Internal Controls & Risk Management

- Ensure compliance with relevant accounting standards, funding requirements, taxation legislation, and internal policies.
- Maintain strong financial controls over revenue processes.
- Support internal and external audits through the preparation of working papers and supporting documentation.
- Monitor compliance with grant conditions, contractual obligations, and reporting requirements.
- Monitor internal controls, ensure proper financial risk management practices are in place and are evidenced in regard to revenue recognition.
- Continuous improvement of finance systems, processes, reporting and internal controls including review and updating of finance policies and procedures relevant to revenue, on a timely basis.
- Participate in finance transformation initiatives and system enhancements.
- Develop and maintain process documentation and standard operating procedures.
- Contribute to continuous improvement across Finance and related operational functions.

Team Leadership & Development

- Lead, manage, and motivate the billing and collections team to ensure efficient, effective operations.
- Provide guidance, training, and support to team members, ensuring continuous improvement and high performance.
- Conduct regular performance reviews, set objectives, and provide feedback to team members.
- Foster a positive and collaborative team culture while promoting a customer-centric approach.

Billing & Invoicing Management

- Oversee the end-to-end billing processes, ensuring that invoices are accurately generated, and sent to customers on time.
- Ensure compliance with billing terms, customer agreements, and internal policies.
- Investigate and resolve any billing discrepancies, ensuring clear communication with customers and internal stakeholders.

Collections Management

- Oversee the collections process of billing to ensure timely follow-up on overdue accounts and the reduction of outstanding receivables.
- Develop and implement strategies to improve collections efficiency and reduce the company’s risk of bad and doubtful debts.
- Maintain communication with customers regarding outstanding balances, payment plans, and settlement terms.
- Handle escalated collection issues and disputes, working with customers to negotiate payment arrangements and ensure payment compliance.
- Prepare and review regular billing and collections reports, including aging reports, cash flow forecasts, and KPI analysis.
- Monitor and report on key metrics such as payment cycles and overdue accounts.
- Provide insights and recommendations to senior management on ways to improve billing and collections processes and performance.

Billing Process Improvement & Compliance

- Identify areas for process improvement in the billing and collections workflow and implement new systems or processes to enhance efficiency.
- Actively identify opportunities in the business to streamline the billing and collection process.

Cross-Functional Collaboration

- Provide support and training to other departments regarding billing and collections issues.
- Act as the primary point of contact for billing and collections-related queries and issues within the organisation.
- Collaborate with other departments on major projects, providing financial insight and support.

Internal and External Stakeholder Management

- Actively engage with Operations with `regard to the end-to-end billing process and revenue reconciliation.
- Actively engage with the financial accounting team in regard to revenue recognition aligning with the month end processes
- Maintain strong relationships with customers, addressing inquiries and resolving issues in a timely manner.

Skills

- **Technical Proficiency:** Advanced proficiency in Microsoft Excel and financial modelling.
- **Technical Proficiency:** Knowledge of cloud-based financial tools and systems.
- **Accuracy**: Strong attention to detail and organisational skills.
- **Engagement:** Ability to communicate complex financial information to non-financial stakeholders.
- **Work Ethic**: High level of integrity and professionalism.
- **Time Management**: Ability to work under pressure and meet deadlines.
- **Cultural Competence:** Demonstrates the ability to engage respectfully and effectively with individuals from diverse cultural, linguistic, and social backgrounds.

Experience and Knowledge

- **Professional Experience**: 3+ years in a Finance Leadership position.
- **Regulatory Knowledge**: Strong understanding of Australian financial standards, regulations and tax laws.
- **Technical Proficiency**: Experience with ERP systems, financial software, reporting tool (e.g., SAP, Oracle, Microsoft Dynamics NAV, Jedox).
- **Organisational Experience**: Proven ability to work effectively within large or complex organisations, navigating structures, systems, and processes with efficiency and professionalism.
- **Sector Insight**: Strong understanding of the not-for-profit and/or health sector, with awareness of sector-specific requirements, compliance obligations, and service delivery contexts (desirable).

Qualification/Registrations/Licences

- Bachelor's degree in Accounting, Finance, Commerce (Accounting), Business (Accounting) or a closely related discipline.
- CPA/CA qualification.

Physical Requirements

- **Office Ergonomics**: Demonstrated ability to remain seated for extended periods while effectively utilising standard office equipment.
- **Administrative Proficiency**: Skilled in data entry and performing a range of administrative and clerical tasks with accuracy and efficiency.

- **Workplace Mobility**: Capable of navigating office environments and participating in meetings and collaborative activities.
- **Manual Handling**: Able to safely lift and transport items up to 5 kg, including laptops and general office supplies.
- **Document Literacy and Communication**: Proficient in reading printed and digital materials and communicating clearly through in-person, telephone, and video interactions.
- **Local Travel**: Willing and able to travel as required for related operational activities.

Why we include physical requirements in our Position Descriptions

We list the physical requirements of a role to ensure transparency and to support equitable access to employment. This information helps candidates understand the nature of the role and identify any workplace adjustments or supports they may need to thrive in it. Our aim is to create an inclusive environment where everyone can perform their role safely and effectively, with the right accommodations in place.

If you have specific access needs or would benefit from adjustments to the recruitment process or the role itself, we warmly encourage you to let us know. We're committed to working with you to find solutions that support your success.

POSITION DESCRIPTION - Leader (Direct Reports)
Part 2 – Expectations for Our Team

At Each, we are committed to improving lives and strengthening communities through a range of health, disability, housing, counselling, and mental health services. With a dedicated team of over 1,500 employees and 250 volunteers, we aim to create a positive impact, empowering individuals to live healthier, happier lives.

Our vision is for everyone to live well, and we strive for a healthier, more equitable future through innovation, advocacy, and community engagement.

We care. We listen. We learn. We deliver. Altogether better care.

Leader Expectations

This leadership role is key to the team, working with the Directorate, Executive Team, and stakeholders to achieve Each's vision and strategic objectives. The position focuses on collaboration across Directorates to address future business needs and ensure their area supports broader operations. Leaders are responsible for meeting KPIs, financial sustainability, and effective operations aligned with Each's values. Leaders are expected to demonstrate strong leadership, model Each's values, and foster an inclusive, safe, and engaging culture.

Leader Responsibilities

An Each Leader is responsible for:

- Delivering the strategic Plan and supporting financial sustainability.
- Building high-performing, adaptable teams that model Each's values.
- Promoting continuous improvement, learning, and staff wellbeing.
- Ensuring a safe, inclusive workplace and effective operations.
- Managing risks and fostering innovation, collaboration, and strategic thinking.
- Aligning systems and processes with Each's goals and ensuring compliance with policies and regulations.
- Demonstrating leadership standards and acting as an ambassador of Each.

Quality

Employees must engage in continuous improvement, comply with legislation and accreditation standards, and maintain the necessary skills and knowledge for their role.

Safety & Wellbeing

All Each employees are responsible for their own health and safety, as well as that of others, in line with OH&S legislation and Each's policies.

Child Safe Commitment

Each is dedicated to creating a child-safe environment, with zero tolerance for child abuse. Everyone is responsible for protecting and reporting any suspected child abuse, ensuring the safety and well-being of children involved with Each.

Inclusion and Diversity Commitment

Each is dedicated to an inclusive and diverse workplace where everyone is valued and respected. All staff are expected to promote inclusivity, embrace diversity, and foster a collaborative environment, ensuring a safe and supportive workplace for all.

Key Selection Criteria

Skills & Behaviours

- Strong leadership aligned with Each's values and behavioural standards.
- Proven ability to attract, develop, and retain a diverse, high-performing workforce.

- Commitment to fostering a safe, inclusive culture prioritizing wellbeing.
- Success in building teams, driving collaboration, and achieving strategic goals.
- Confident in engaging and briefing stakeholders.

Desirable Experience, Knowledge, and Qualifications

- Leadership experience in a relevant field.
- Tertiary qualifications in a relevant discipline.
- Collaborative experience within a leadership team.
- Understanding of the Not-For-Profit sector and Health services.

Mandatory Competencies/Licences

- Criminal History Check and Employee Working with Children Check (as required).
- National Worker Screening Check (if required for the role).
- Entitlement to work in Australia

Expected Behaviours for all Each Staff

- Act in accordance with Each's Code of Conduct, policies, and service principles.
- Respond to family violence risk in line with the MARAM Framework.
- Promote a safety-first culture and adhere to health and safety policies.
- Ensure Each Great Care is put through its PACES (Person-Centered, Accessible, Connected, Effective and Safe).
- Support a zero-tolerance stance on abuse, neglect, and discrimination.
- Foster an inclusive, collaborative work environment, prioritizing customer needs.
- Contribute to teamwork, innovation, and continuous improvement.
- Engage in continuous learning and complete all mandatory training on time.