



Job Description – Finance Officer

MASH Trust is a leading provider of mental health, disability, addiction recovery and youth support services in the lower North Island. Guided by our vision of working together to achieve great lives, we support more than 2,000 people and whānau through a range of residential, community and day services across Wellington, Kāpiti, Horowhenua, Manawatū, Whanganui and Hawke's Bay.

With a workforce of more than 600 employees, MASH is a significant and growing organisation committed to delivering high-quality, person-centred services. Through strong leadership, continuous improvement and responsible stewardship of resources, we strive to create positive outcomes for the people, whānau and communities we serve.

MASH Trust Mission & Values

Our Mission: Working together to achieve great lives.

Our Values

- Relationships – Build open relationships based on honesty and respect
- Communication – Communicate with an open mind and heart
- Mana – Recognise and promote the mana and strengths of the individual
- Opportunities – Take opportunities to learn and grow together
- Believe – Believe that together we will make a difference
- Fun – Make fun a goal

Overview

Reports To:	Finance Systems Lead
Direct Reports:	N/A
Location:	Palmerston North
Hours:	Full-time (80 hours per fortnight)
Delegations:	Nil

Role Purpose

The Finance Officer supports the effective operation of MASH Trust's finance function through the timely and accurate processing of accounts payable, accounts receivable, reconciliations and related finance administration activities.

The role contributes to strong financial controls, quality customer service and the accurate recording of financial transactions, ensuring suppliers, customers and internal stakeholders receive efficient and professional support.

Key Relationships:

All MASH Trust staff have a responsibility for managing relationships in some or all the key sectors we work within. In this role, the key relationships to be developed are as follows:

Internal:

Finance Manager, Finance Team, other MASH managers and staff

External:

Auditors, debtors and creditors.

Key Areas of Responsibility

Key Area of Responsibility	Tasks	Performance Measures
Accounts Payable	<p>Process supplier invoices, expense claims and purchase transactions accurately and in a timely manner.</p> <p>Maintain supplier records and creditor accounts.</p> <p>Prepare payment runs and supporting documentation.</p> <p>Ensure transactions are appropriately coded, authorised and recorded.</p> <p>Resolve supplier queries and maintain positive supplier relationships.</p>	<p>Invoices processed accurately and within agreed timeframes.</p> <p>Supplier payments made on time.</p> <p>Creditor reconciliations completed accurately.</p> <p>Supplier queries resolved promptly.</p> <p>Creditor days maintained within agreed targets.</p>
Accounts Receivable	<p>Raise customer invoices and process receipts.</p>	<p>Invoices raised accurately and on time.</p>

Key Area of Responsibility	Tasks	Performance Measures
	<p>Maintain debtor records and customer account information.</p> <p>Support the collection of outstanding accounts and follow up overdue balances.</p> <p>Assist with debtor reconciliations and reporting.</p>	<p>Receipts processed promptly.</p> <p>Debtor records are accurate and up to date.</p> <p>Overdue accounts are followed up within agreed timeframes.</p>
Bank & General Ledger Reconciliations	<p>Process cashbook transactions and prepare journals as required.</p> <p>Complete bank, card and assigned balance sheet reconciliations.</p> <p>Investigate and resolve reconciling items and variances.</p> <p>Support month-end finance processes.</p>	<p>Reconciliations are completed accurately and within required timeframes.</p> <p>Reconciling items are investigated and resolved promptly.</p> <p>Cashbook and general ledger records are accurate and up to date.</p> <p>Month-end requirements are completed within agreed deadlines.</p>
Customer Service and Administration	<p>Provide responsive support to suppliers, customers and internal stakeholders.</p> <p>Maintain finance records and documentation.</p> <p>Respond to finance-related enquiries in a professional and timely manner.</p>	<p>Queries are responded to promptly.</p> <p>Positive stakeholder feedback is received.</p> <p>Finance records are maintained accurately and securely.</p>
Financial Advice and Support	<p>Provide financial advice and business partnering support that enables informed decision-making and organisational performance.</p>	<p>Stakeholders have access to timely financial advice and support.</p> <p>Financial risks and issues are identified proactively.</p> <p>Financial analysis supports effective decision-making and planning.</p> <p>Stakeholders are satisfied with the support provided.</p>
Continuous Improvement	<p>Contribute to improvements in finance processes, systems and ways of working.</p>	<p>Improvement opportunities are identified and implemented where appropriate.</p> <p>Finance procedures are followed consistently.</p> <p>Finance systems are used effectively.</p>
Health and Safety, Privacy	<p>Comply with and promote MASH's Health, Safety and Privacy frameworks.</p>	<p>Health, safety and privacy obligations are met.</p> <p>Incidents, risks and breaches are</p>

Key Area of Responsibility	Tasks	Performance Measures
		<p>reported and managed in accordance with policies and procedures.</p> <p>Safe and compliant work practices are promoted within the team.</p>
Te Tiriti o Waitangi & Cultural Competence	Demonstrate commitment to honouring Te Tiriti o Waitangi. All staff are expected to support better health outcomes for Māori by working in partnership with Māori, respecting Māori leadership and perspectives, and helping to create a culturally safe environment. This includes learning about Te Tiriti, understanding its relevance to our work, and making sure Māori voices and needs are included in our decisions and services.	<p>Demonstrates an understanding of Te Tiriti o Waitangi and its relevance to the role.</p> <p>Māori perspectives are considered in decision-making and stakeholder engagement where appropriate.</p> <p>Interactions with kaimahi, whānau and stakeholders demonstrate cultural awareness and respect.</p> <p>Contributes to a culturally safe and inclusive workplace.</p>
Other Duties	Any other duties reasonably associated with the role.	

Person Specifications

Core Competencies

<i>Analytical thinking:</i>	Reviews financial information accurately, identifies discrepancies and takes appropriate action to resolve or escalate issues.
<i>Problem-solving:</i>	Resolves routine issues effectively, identifies practical solutions and escalates matters appropriately when required.
<i>Customer focus:</i>	Provides responsive, professional and helpful service to internal and external stakeholders.
<i>Attention to detail:</i>	Ensures financial information is accurate, complete and processed in accordance with established procedures.
<i>Process management:</i>	Applies finance processes consistently and contributes to improvements that enhance accuracy and efficiency.
<i>Team collaboration:</i>	Contributes positively to the team, building respectful working relationships and supporting shared goals and outcomes.
<i>Reliability:</i>	Consistently delivers accurate work, meets deadlines and follows through on commitments.
<i>Adaptability and continuous improvement:</i>	Responds positively to change, learns new processes and systems, and contributes to improvements in ways of working.

Experience & Skills

- Experience in Accounts Payable, Accounts Receivable or a similar finance administration role.
- Strong attention to detail and accuracy.
- Experience processing a high volume of transactions.
- Good organisational and time management skills.
- Strong customer service and communication skills.
- Experience using finance systems and Microsoft Excel.
- Ability to work collaboratively and follow established processes.
- Cultural understanding and adherence to the principles of the Treaty of Waitangi and Te Ao Māori.

Qualifications & Other Requirements

- Finance qualification desirable but not essential.
- Current, Full NZ Drivers Licence.
- Good level of computer literacy and use of Microsoft Suite of applications and software, and ability to learn and use financial information systems software.
- Developed analytical skills.

Acknowledgement

The information contained in this job description is intended to describe the nature and level of work to be performed. This is not considered an exhaustive list of all the responsibilities, duties or skills required in the role. Duties may change following discussion with the role holder.

Employee Acknowledgement

I confirm that I have received, read, and understood the job description for my role. I understand the responsibilities, expectations, and requirements outlined, and I have had the opportunity to ask questions about any parts that needed clarification.

Employee Name: _____

Signature: _____

Date: _____