



**Tango Tutara O Te Ture
(Ministry of Justice)
GOVERNMENT OF THE COOK ISLANDS
PO Box 111 Rarotonga Cook Islands Phone (682) 29410 Fax (682) 28610
www.justice.gov.ck**

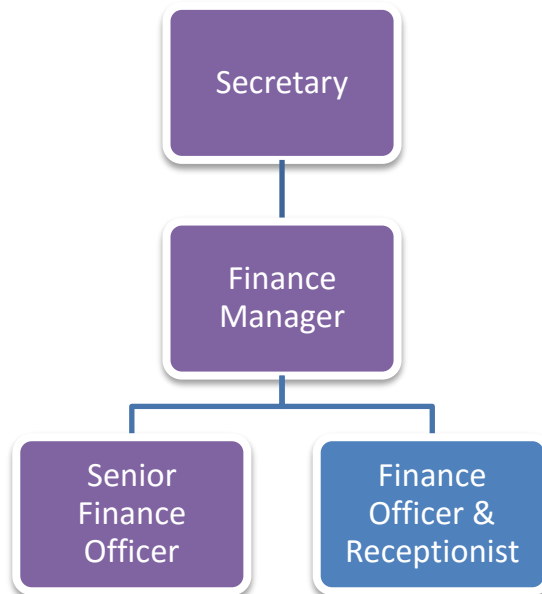
POSITION SUMMARY

Job Title:	Finance Officer & Receptionist
Division:	Corporate Services
Responsible To:	Finance Manager
Responsible For:	None
Job Purpose:	<p>The role of the Finance Officer & Receptionist is to support the financial management and reporting of the Ministry of Justice and ensure cashier services are provided and trading revenue is processed daily. This is a vital support role requiring technical knowledge of accounting and banking, a high degree of customer service skills, and an attention to detail and accuracy to support Ministry operations.</p> <p>The position is a focal point for the Ministry in receipting of fees and interfacing with the public in the provision of Ministry services, requiring the position to facilitate payments, negotiate general enquiries, and provide financial services to support the overall provision of court, land, and registry services in an environment moving towards greater use of available technology.</p>
Job Classification:	Function: Technical, Service delivery and Business support Job band: E Jobwise Code: S5 – Specialised Admin/Customer Focus
Date updated:	April 2019

AGENCY VISION

“For a **safe, secure, just** and **fair** society with a **trusted** land management and information and register systems”

ORGANISATIONAL STAFFING STRUCTURE



KEY RESULT AREAS (KRA'S)/OUTPUTS

KRAs for this position (maximum of 6)	Key Performance Indicators (use SMART principles)
<p>1. Cashier Services</p> <ul style="list-style-type: none"> • Deliver daily cashier services for all Ministry services requiring the collection of fees, fines, or other payment in compliance with MFEM, PSC, PERCA, Audit, and Ministry policies and procedures. • Ensure sufficient and adequate daily cash reserves for cash register. • Provide accurate receipting for customers and Ministry financial records. • Deliver daily banking of revenue. • Ensure cash, cheques, cheque books, receipt books, and customer financial information are kept secure and confidential. • Coordinate delivery of cashier services with Finance Minister and Senior Finance Officer during absence from cash register. • Provide financial support, advice, and input into Ministry-wide planning and operational processes. 	<ul style="list-style-type: none"> • Cashier services are available and operational during Ministry business hours. • Cash reserves or generally adequate and customers are timely provided accurate change in cash transactions. • Customer receipts are timely provided and Ministry financial records are updated. • Banking is done daily in accordance with set parameters. • Cash, cheques, cheque books and receipt books are secured daily, and captured customer financial information is kept secure electronically. • Cashier services continue during anticipated absences. • Accurate advice and financial information is provided. • Performance management agreement targets are met and financial information is accurate.

<p>2. Accounting and Financial Management</p> <ul style="list-style-type: none"> • Support the delivery of Ministry financial management to ensure quality, transparency, accuracy, and legislative and regulatory compliance of Ministry operations. • Support the development and maintenance of a robust financial management system and record filing system that smoothly integrates the accounting, financial, reporting, and operational needs of all divisions of the Ministry including offices in the Pa Enuā. • Reconcile all revenue and inbound cashier payments daily, and timely process all payments within established procedures. • Properly receipt and record all funds and reparations ordered by Court for repayment to payee or second party. • Negotiate rates and costs of goods and services with local and international service providers in consultation with the Finance Manager. • Ensure daily banking is properly recorded according to policy and procedures. 	<ul style="list-style-type: none"> • When requested, assist in the delivery of the following: <ul style="list-style-type: none"> a) All payment vouchers are prepared and properly approved. b) All prescribed fees are paid and reconciled. c) Approved leave applications are properly recorded and reconciled. d) All trading revenue is accounted for. e) Account signatory authorities are updated. f) VAT returns and other taxes are processed. g) Timesheets are timely submitted to MFEM. h) Judiciary (Judge, Jury, Justice of the Peace, Coroner, tribunal and board members) payments are processed. • Financial information and records are properly and accurately updated in the Ministry financial management system and are compliant with applicable PSC, MFEM, PERCA, Audit and Ministries policies and procedures. • Revenue is reconciled daily and there is no delay resulting in late payments. • Reparation payments are processed and records are updated. • MFEM purchasing policies are followed without undue delay. • Daily banking is timely recorded according to policy and procedures. • Performance management agreement targets are met.
<p>3. Receptionist Services</p> <ul style="list-style-type: none"> • Negotiate public enquiries to resolution and where necessary escalate to appropriate division and person to address. • Manage inward and outward telephone calls and general email queries. • Manage inward and outward mail. 	<ul style="list-style-type: none"> • Public enquiries (including telephone and email) are addressed. • Inward and outward mail is timely processed. • Calendar scheduling is arranged where needed.

<ul style="list-style-type: none"> • Assist with calendar scheduling of appointments for Secretary, senior management, and staff (where appropriate). • Provide advice to Secretary and Corporate Services managers in policy and system development to improve public interfacing with Ministry customers. • Provide logistical support to Ministry trainings, meetings, activities, where requested. 	<ul style="list-style-type: none"> • Policy advice to improve public relations with customers is provided as prompted or as requested. • Logistical support provided within agreed parameters. • Performance management agreement targets are met.
<p>4. Reporting and Consultation</p> <ul style="list-style-type: none"> • Comply with all reporting requirements under the MFEM Act and policies, PERCA, PSC, Audit, and Ministry of Justice legislation and policies, including supporting the compilation and timely submission of monthly variance reports and annual reports to the Secretary for signing off and final submission to MFEM. • Monitor receipting and payments and alert the Finance Manager and Secretary to discrepancies, errors, and concerns. • Provide daily reports to Finance Manager or Senior Finance Officer on reconciliation of daily revenue, receipts, cashier funds, and banking activities. • Support the Finance Manager in interfacing with auditors and meeting any audit requirements. • Provide financial reports to Secretary, Finance Manager and Senior Finance Officer as requested. • Report all grievances and attempts at resolution to the Finance Manager or Secretary. 	<ul style="list-style-type: none"> • Monthly Variance Reports and Annual Reports are timely completed and submitted within MFEM timeframes. • Timely reporting of discrepancies, errors, and concerns. • Daily reports are provided to Finance Manager or Senior Finance Officer. • An improved annual audit and management report result. • Financial reports provided within agreed parameters. • All grievances and attempts at resolution are reported to the Finance Manager or Secretary.
<p>5. Customer Service and Risk Management</p> <ul style="list-style-type: none"> • Respond to financial enquiries in consultation with the Finance Manager under the MFEM, PERCA, and PSC Act. • Where appropriate, address grievances relating to delivery of services in the receipting and payment of any accounts, and escalate where necessary. • Assist in responding to requests under the Official Information Act, at all times in consultation with Secretary and Finance Manager. • Assist Judiciary (Judges, Justices of the Peace, Coroner, Board and Tribunal members) with payment enquiries and logistical advice. • Within established parameters, attend to customer requests and enquiries both locally and internationally including email and telephone enquiries and enquiries by lawyers and advocates on behalf of their clients. • Ensure the Finance Manager or Senior Finance Officer signs off on daily cashier reconciliations and reconciliations are within approved Ministry policy. 	<ul style="list-style-type: none"> • Timely respond to enquiries (including phone and email) within set parameters. • All grievances are resolved or escalated to the correct relevant division manager(s). • Customer Satisfaction. • Daily cashier reconciliations are signed off by Finance Manager or Senior Finance Officer. • Performance management targets are met. • Financial responsibilities and duties of Corporate Services division are met and managed during staff absence or vacancy. • Read and understand Ministry plans.

<ul style="list-style-type: none"> Ensuring delivery of administrative financial services to staff and general public within performance management agreements and take on responsibilities of Senior Finance Officer in their absence or vacancy when required. Support the implementation of the Ministry performance management plan, training and development plan, business plan, strategic plan, disaster risk management plan, and communications plan. 	
<p>6. Systems Development</p> <ul style="list-style-type: none"> Assist with the development and implementation of IT systems that improve financial management and expand Ministry capabilities and efficiencies (e.g. implementing EFTPOS and online payment methods). Assist with the development and maintenance of financial policy and standards consistent with applicable anti-money laundering standards and fiduciary duties. Assist Secretary and Finance Manager with processing Legal Aid payments consistent with the Legal Aid legislation and any applicable regulations and suggesting process improvements where relevant. Undertake any project or task assigned by the Secretary or Finance Manager that is reasonably expected to support the Ministry. 	<ul style="list-style-type: none"> Identified IT solutions are implemented and supported. Compliant with applicable AML financial policies and procedures. Legal Aid payments are timely processed within set parameters. Projects and tasks are completed within agreed parameters.

WORK COMPLEXITY

<i>Indicate most challenging problem solving duties typically undertaken (3-4 examples):</i>	
1	Reconciling revenue where disparate systems are being used across divisions and the Pa Enua for one of the highest trading revenue generating Ministries in government.
2	Ensuring payments are processed and other tasks are completed while ensuring cashier and collection services are always available during business hours.
3	Supporting the Finance Manager in the absence or vacancy of the Senior Finance Officer.
4	Negotiating public enquiries and the provision of receptionist services for a medium sized organization that delivers many services related to court, land, and registries.

AUTHORITY

Authority levels expressed in terms of routine expenditure, granting loans, and recruiting and dismissing staff. *(Explain the authority if any)*

Financial	Preparation of financial reports and is front line position processing inbound cash and cheque payments that may exceed \$10,000 to \$20,000 weekly.
Staff	None.
Contractual	No

FUNCTIONAL RELATIONSHIPS

The requirement for human relations skills in dealing with other personnel and external contacts. *(List the external and internal types of functional relationships)*

Internal	Nature of Contact	External	Nature of Contact
Secretary of Justice	Light: Providing financial advice, analysis, and reports. Supports delivery of external reports in compliance with MFEM and PSC requirements.	Service Providers	Routine: Assists in arranging payments, receipting, and reconciliation in compliance with MFEM, PSC, and Audit requirements.
Finance Manager, and Finance Officer & Receptionist	Heavy: Delivers daily payments, receipts, banking and cashier duties. Assists with forecasting and reporting, and assumes responsibilities in their absence.	MFEM, Tax Authority, Audit, PSC, PERCA.	Routine: Assists in facilitating payments, and lodging of filings in compliance with MFEM, PSC, and PERCA legislation and Audit requirements.
Judges, Justices of the Peace, Coroner, board and tribunal members	Medium: Provides logistical support and preparation of payments.	Other Government Ministries and Agencies	Routine: Assists with payments relating to services provided through Ministry of Justice, and Ministry of Justice services provided through other Ministries (e.g. Ministry of Foreign Affairs and Immigration fees incurred through BDM searches, and fees collected via the Auckland consulate office).
Registrars, Deputy Registrars, Chief Surveyor	Medium: Prepares payments and facilitates customer payments in connection with Ministry services.	Lawyers and General public	Routine: Facilitates receipting and payment of security costs and reparation payments. Ensures proper fees charged and accounted for. Negotiates general enquiries.
Pa Enea offices	Light: Facilitates the provision of advice relating to prescribed fees and payment methods in response to enquiries.		
All Ministry staff	Heavy: Assists facilitating customer payments and negotiating general enquiries in relation to each Ministry division services.	Banks	Routine: Delivers Ministry's daily banking of revenue with banking institutions.

QUALIFICATIONS

Level of education required to perform the functions of the position. This combines formal and informal levels of training and education.

Essential: (least qualification to be competent)	Desirable: (other qualifications for job)
<ul style="list-style-type: none"> A bachelor's degree, preferably in accounting or finance. 	<ul style="list-style-type: none"> Certificate in customer service. Post-graduate qualifications in finance, accounting, or business management.

EXPERIENCE

The length of practical experience and nature of specialist, operational, business support or managerial familiarity required. This experience is in addition to formal education.

Essential: (least number of years to be competent)	Desirable: (target number of years you are looking for)
2 – 5 years of work experience in accounting, financial, or business management role.	5 – 8 years of work experience in accounting, financial, or business management role.

KEY SKILLS /ATTRIBUTES/JOB SPECIFIC COMPETENCIES

Level of ability required for the job	
Expert	<ul style="list-style-type: none"> • Proven ability in collating factual information and producing reports. • Understands Ministry of Justice policies and procedures, role and functions, and committed to public service. • Excellent attention to detail. • Ability to provide cashier services and handle a large number of cash payments. • Takes ownership and acknowledges important outcomes of decisions. • Ability to negotiate and solve problems quickly. • Highly developed written and oral communication skills, preferably both English and Maori. • Superb customer service skills.
Advanced	<ul style="list-style-type: none"> • Ability to review and suggest improvements to policy and guidelines. • Communicates with clarity and vision, actively listens to others and responds with respect. • Knowledge of Ministry of Justice prescribed fees, the High Court Fees, Costs and Allowances Regulations 2016, and court processes involving payments to and from the Ministry. • Knowledge of Microsoft Office suite (Word, Excel, Powerpoint, Access). • Knowledge of banking services and processes of Cook Islands licensed domestic banks. • Models high level of accuracy, professionalism, and dedication to high performance and ethical behaviour. • Ability to work in harmony with conflicting perspectives and diverse activities in a large organization. • Able to think on one's feet and has a sound sense of judgement. • Ability to work both independently and cooperatively.
Working	<ul style="list-style-type: none"> • Understanding of MFEM, PERCA, PSC, and Audit reporting requirements and policies. • Understanding of financial management in a public service context. • Knowledge of Microsoft Windows operating system interface and basic IT troubleshooting. • Average computer typing speed of at least 36 words per minute. • Knowledge of accounting software packages (e.g. MYOB, Reckon, FMIS) and point of sale software. • Knowledge of the Cook Islands culture, language, protocol and history for engagement, including safe appropriate communication.

	<ul style="list-style-type: none"> • Sound judgement, integrity and an ability to handle confidential and sensitive information.
Awareness	<ul style="list-style-type: none"> • Some knowledge of IPSAS accounting standards. • Knowledge of online payment methods (e.g. wire transfer, credit card and EFTPOS). • Familiarity with legislation enabling services provided through the Ministry of Justice. • Knowledge of the Legal Aid Act 2004 and Official Information Act 2008. • Knowledge of AML/KYC standards and trustee fiduciary responsibilities. • Understands the workings of government. • Recognises the boundaries between politics, governance and management and acts accordingly. • Applies understanding of the unique and special nature of the Cook Islands to decisions and actions.

CHANGE TO JOB DESCRIPTION

Changes to the Job description may be made from time to time in response to the changing nature of the Agency work environment - including technological or statutory changes.

Approved:

HoM/Manager

Date

Employee

Date