



Position Description – Team Lead, Accounts Receivable

Position Details

Position Title: Team Lead, Accounts Receivable

College/Portfolio: Finance & Assurance

School/Group: Central Finance Operations

Campus Location: Primarily based at the City campus, and the potential to work across other RMIT campuses as required.

Classification: HEW 8

Time Fraction: 1.0

Employment Type: Continuing

Reporting Line: Finance Operations Manager

No. of Direct reports: 5

RMIT University

RMIT is a global university of technology, design and enterprise, committed to creating transformative experiences for students and making a meaningful impact through research, innovation, and engagement. For more information on RMIT University follow the links below.

<https://www.rmit.edu.au/about>

<https://www.universitiesaustralia.edu.au/university/rmit-university/>

<https://www.rmit.edu.au/about/facts-figures>

Our campuses in Melbourne (City, Brunswick, Bundoora, and Point Cook) are complemented by international campuses in Vietnam and a centre in Barcelona, Spain. We proudly acknowledge the Woi Wurrung and Boon Wurrung peoples of the eastern Kulin Nation on whose unceded lands our campuses are located.

We are deeply committed to reconciliation and Indigenous self-determination, embedding these values throughout our policies, culture and structures.

<https://www.rmit.edu.au/about/our-locations-and-facilities>

Why Join RMIT?

Our people are at the heart of everything we do. At RMIT, we value innovation, collaboration and impact. Our values are the heart (durrung) of who we are and what we stand for at RMIT. They guide what we do, how we make decisions, and how we treat each other.



Inclusion Imagination Integrity Courage Passion Impact

Learn more about our values: <https://www.rmit.edu.au/about/our-strategy/values>

Organisational Accountabilities

RMIT is committed to the safety, wellbeing and inclusion of all staff and students. As a staff member, you are expected to comply with all relevant legislation and RMIT policies, including those related to: Equal opportunity, Occupational health and safety, Privacy and trade practices & Child safety standards:

Appointees are responsible for completing all required training and ensuring that they and their team members remain up to date on relevant compliance obligations.

Staff are expected to understand and support RMIT's child safe practices as part of their professional responsibilities. More about our child safety commitment: <https://www.rmit.edu.au/about/our-locations-and-facilities/facilities/safety-security/child-safety>.

Leadership at RMIT

At RMIT, leadership is not defined by position or hierarchy—it is a shared responsibility demonstrated by all staff, regardless of role or title. Leadership is grounded in our six core values, which guide and shape how we work together, make decisions, and create impact.

Effective leadership means consistently integrating these values into everyday actions and interactions, whether influencing a project outcome, supporting a colleague, or leading a team. All staff are expected to embody the principles of the *Be-Know-Do* Leadership Model:

Be – We are open and authentic, inclusive and empowering. We are purpose driven role models and communicators.

Know – We are self-aware, and understand our stakeholders, our sector and priorities.

Do – We set clear direction and expectations, we develop ourselves and others and promote mutual accountability to deliver results.

At every level, leadership at RMIT is about influence, contribution, and mindset. It is reflected in how we empower others, foster collaboration, and drive positive change through capability-building and alignment to strategic goals.

College/Portfolio/Group

Financial services partners with other areas of the university in achieving the organisation's objectives by strategically orienting its provision of financial services to the delivery of the core operations of the university.

- Financial management, reporting and advice
- Budget development and management
- Financial evaluation and financial planning
- Corporate financial administration information system

Position Summary

The Team Lead, Accounts Receivable, is responsible for leading the day-to-day operations of the Accounts Receivable function and supporting the Finance Operations Manager in delivering efficient, compliant and high-quality financial services.

The role oversees credit management, transaction processing, reconciliations, and system-related activities, ensuring strong financial controls and adherence to university policies. Acting as a key escalation point, the Team Lead provides specialist advice and resolves complex operational and system issues.

The position plays a critical role in driving process improvements, enhancing system utilization (including ERP platforms such as Workday), and supporting data-driven decision-making. The

incumbent will lead and develop a high-performing team while partnering with stakeholders to deliver effective and customer-focused financial outcomes aligned to RMIT's strategic objectives.

Key Accountabilities

- Lead, manage and develop the Accounts Receivable (AR) team to deliver high performance and a strong service culture.
- Oversee end-to-end AR operations including invoicing, collections, credit management, and reconciliations.
- Develop a strong understanding of the business, systems, its key stakeholders and their needs, and the broader University strategic priorities; ensure the most effective specialist, operational and tactical solutions and interventions are provided through effective partnering arrangements that are clear and accountable.
- Act as the primary escalation point for complex transactions, disputes, and system-related issues.
- Support the Finance Operations Manager in executing operational plans and continuous improvement initiatives.
- Ensure compliance with financial policies, procedures and internal controls, including audit readiness.
- Drive process optimization to improve efficiency, reduce manual intervention, and enhance user experience. Support ERP (e.g. Workday) optimization, including testing, enhancements, and issue resolution.
- Provide accurate and timely AR data and insights to support cashflow forecasting and financial Reporting.
- Monitor, analyze and report on team performance, identify risks, and implement corrective actions.
- Build strong stakeholder relationships and provide clear, practical financial guidance.
- Communicate policies and process changes effectively to ensure consistent adoption.

Key Selection Criteria

- Strong experience in Accounts Receivable operations and credit management within a medium to large organization.
- Sound understanding of accounting principles, financial controls and compliance requirements.
- Demonstrated experience in leading and developing teams in a transactional finance environment.
- Proven ability to manage complex operational issues and act as an escalation point.
- Experience working with ERP systems (preferably Workday) and financial systems optimization
- Strong analytical and problem-solving skills with attention to detail
- Ability to manage competing priorities and deliver outcomes in a fast-paced environment.
- Effective stakeholder management and communication skills, with the ability to influence and collaborate.
- Continuous improvement mindset with the ability to identify and implement process enhancements.
- Solid business acumen with an understanding of how AR impacts cash flow and financial performance.

Qualifications

A relevant tertiary qualification with membership of a professional association (CA/CPA), or significant experience in a financial management role with reporting experience in a large, complex organization.

Working with Children Check

Appointment to this position is subject to holding a valid Victorian Working with Children Check and other checks as required by the specific role. Maintaining a valid Working With Children Check is a condition of employment at RMIT.