

Position Description

Position Title:	Payment Services Officer
Reports to:	Manager Financial Services
Department:	Finance Department
Directorate:	Finance, ICT & Health Information Services
Cost centre:	R1858
Code & classification:	Grade 2 (HS2, HS18 – HS21)
Employment conditions:	Health and Allied Services, Managers and Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2025 – 2027 and its successors, and GV Health Policies and Procedures (and as varied from time to time)

GV Health is an equal opportunity employer and continually strives to build a diverse, equitable and inclusive workforce that reflects our community. We encourage applications from people of all backgrounds.

Statements included in this position description are intended to reflect in general the duties and responsibilities of the position. It is not intended to be an exhaustive list of responsibilities, duties and skills required. GV Health may alter the duties of this position description if and when the need arises. Any such changes will be made in consultation with the affected employee(s).

POSITION SUMMARY

The Payment Services Officer works under the supervision of the Manager Financial Services to help achieve the objectives of the Finance Department.

This position is a specialised role, working in collaboration with vendors, GV Health Department Managers, management teams at GV Health's associated entities as well as the Finance leadership team to ensure the financial requirements and guidelines, as stipulated by Goulburn Valley Health Standard Work Practices, are achieved.

At the direction of the Manager Financial Services or Financial Controller, the Payment Services Officer will undertake any of clerical tasks assigned to the role, including, but not limited to, updating vendor master files, processing of purchase order and non-purchase order invoices, processing supplier payments and any other administrative tasks and enquiries as allocated.

RESPONSIBILITIES AND DUTIES

The following duties are inclusive of but not limited to

- Support GV Health's Manager Financial Services and Financial Controller in delivering high quality payment services to GV Health, with a particular focus on accuracy and timeliness
- Deliver on the KPI's set for Payment Services as set by the Manager Financial Services and Financial Controller
- Develop a thorough understanding of the Oracle Accounts Payable module and the KESTO Scanning system and maintain procedure manuals with updates to changed/new processes as required
- Maintain the integrity of the financial data in the Oracle Accounts Payable database, as per the GV Health Standard Work Practice guidelines

- Maintain vendor files and adhere to established vendor set up processes with a particular focus on ensuring supplier banking details are accurate to eliminate fraud risk
- Ensure that invoices are processed only if they meet the requirements of a 'tax invoice' as per the Australian Taxation Office and that any applicable GST is appropriately recognised and allocated in the general ledger
- Ensure that non-purchase order invoices are processed only if they meet the authorisation stipulations of the GV Health Instrument of Delegation procedure (IOD), including, where relevant, ensuring that temporary delegates adhere to their approved authorisation limits and that the cost centre delegates provide valid cost centre and account codes on invoices
- Ensure EDI and KYOCERA invoices are imported regularly and processed as per procedures
- Ensure Recipient Created Tax Invoices (RCTI's) are created for relevant payments
- Liaise with suppliers, GV Health Department Managers and GV Health's associated entity management teams in regards to queries on invoices pending payment, or other actions
- Ensure ATO, Child Support and Superannuation payments are processed within the mandatory required timeframes
- Ensure that the weekly payment runs and any ad-hoc payment runs are processed on time and without delay via the Westpac Online portal (including BPay, International and Direct Payments)
- Action all telephone, email and posted mail queries from suppliers, Department Managers and other GV Health staff in a timely and professional manner
- Maintain a high quality of data integrity and consistent naming conventions of electronic files
- Meet the End of Month financial deadlines within the timeframes as stipulated by the Manager Financial Services and Financial Controller
- Complete the monthly General Ledger reconciliation for Creditors in accordance with audit requirements
- Prepare and provide data and responses efficiently if requested by the GV Health internal and external auditors, in consultation with the Manager Financial Services and Financial Controller
- Provide Oracle Accounts Payable system support to other GV Health Oracle users, including providing instructions and communications about the system if required
- Undertake professional development and training to successfully meet the ongoing requirements and understandings of the role
- Attend meetings as required
- Provide clerical support and leave coverage to the Payment Services Medical Payments Coordinator, as directed by the Manager Financial Services or Financial Controller
- Provide other leave coverage and perform other duties within the Finance Department, as directed by the Manager Financial Services or Financial Controller

KEY SELECTION CRITERIA

Essential:

- Time management skills and the ability to use own initiative to plan, prioritise work and meet deadlines.
- Experience with high volume data entry, ensuring a high focus on accuracy and efficiency.
- Demonstrated experience with data management systems, with a high level of computer literacy, including a thorough and advanced working knowledge of MS Office, and in particular, Excel and Outlook
- Highly developed written, verbal and interpersonal skills
- Ability to work as part of a team as well as independently, and to establish positive relationships and work effectively with others to achieve the organisation and the team's objectives
- Knowledge of GST application and associated ATO legislation

Desirable:

- Strong background and practical knowledge of Accounts Payable functions, including a knowledge of basic accounting principles.
 - Strong problem-solving skills to enable investigation and resolution of the issues which may arise within the Payment Services portfolio.
 - Experience in using the financial management systems in operation at GV Health, including Oracle, Kesto and Docuware.
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KEY PERFORMANCE INDICATORS**Your performance will be measured through your successful:**

- Ability to work as a cooperative team member in a multi-disciplinary environment
 - Ability to also work autonomously and prioritise individual workloads
 - Ability to complete data entry with a high level of accuracy so that expenditure and GST are recorded correctly within the general ledger
 - Ability to complete data entry with a high level of efficiency so that the strict end of month deadlines and timelines are met and vendor payments are not excessively delayed
 - Understanding and application of the requirements of the GV Health IOD when processing invoices
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AT GV HEALTH ALL STAFF ARE REQUIRED TO

- Demonstration of GV Health values and behaviours, being a role model for living the values, Compassion, Respect, Excellence, Accountability, Teamwork and Ethical Behaviour;
- Maintain an understanding of individual responsibility for consumer safety, quality and risk and adhere to the relevant policies, procedures and guidelines;
- Development and maintaining of collaborative relationships with all other teams and professionals;
- This role may from time to time deal with distress, anxious or upset consumers or members of the public. GV Health is committed to the physical and psychosocial safety of our staff. GV Health staff are required to comply with all safety related training, look after the safety and well-being of themselves and each other, and actively foster a safe working environment;
- Maintain a safe working environment for yourself, your colleagues and members of the public;
- Identify, report and manage risks and ensure actions are taken to prevent and minimise harm to consumers and the GV Health workforce;
- Contribute to organisational quality and safety initiatives;
- Observe and comply with child safe principles, standards and expectations of appropriate behaviour toward and in the company of children;
- Complete the mandatory training requirements as defined by GV Health and actively engage in the Performance Development Review process;
- Minimise the risk of infection to consumers, residents, employees, visitors, contractors and the general public;
- Seek internal customer or consumer feedback and respond accordingly to identify areas of needs;
- Comply with requirement of National Safety and Quality Health Service Standards and other relevant standards, regulations and legislative requirements;
- Comply with the principles of patient and family centred care;
- Not smoke or vape on GV Health premises;

- Comply with immunisation requirements as per the Department of Health Victoria;
- Comply with all applicable to position pre-employment checks, which may include but is not limited to; police checks, working with children's check (WWCC), National Disability Insurance Scheme (NDIS), Aged Care screening requirements

ACCEPTANCE:

I acknowledge and accept that this Position Description represents the general outline of duties, responsibilities and accountabilities that are expected of me in my employment in the position, and may not encompass every aspect of the position. I understand that The GV Health reserves the right to modify position descriptions as required, however I will be consulted when this occurs.

I acknowledge and accept that I must complete and maintain all relevant pre-employment screening and checks for successful employment.

I acknowledge and accept that that I have read and fully understand this Position Description. I agree that I have the ability to fulfil the inherent requirements of the position, and accept my role in fulfilling the responsibilities, activities, duties and generic position requirements.

I acknowledge I will be required to undertake the duties as set out in the position description (and any other duties as requested in accordance with my skills and experience) to the best of my ability and, at all times follow lawful direction.

By accepting the contract of employment, I am agreeing to duties and obligations within the Position Description.

Finance, ICT & Health Information Services

Payment Services Officer

Reviewed by:

Manager – Financial Services

Issue Date:

September 2026

ABOUT US

Goulburn Valley (GV) Health is a Regional Public Hospital and Health Service for the Hume Region of Victoria, with main campuses located at Shepparton, Tatura, Rushworth and Euroa. The main campus in Shepparton is the major acute referral hospital for the sub region. Additional satellite sites are also located in Shepparton, Seymour, Benalla, Cobram, Echuca and Wodonga. GV Health provides a range of acute, subacute, mental health, aged, primary health and community services.

OUR PURPOSE

To significantly improve the health and wellbeing outcomes and experiences of the people and communities in our care.

OUR VALUES

GV Health's culture centres around our CREATE values and behaviours. Through these values and behaviours we commit to delivering ongoing quality healthcare for our community:



GV Health Vision and Values: [Values and Vision - GV Health](#)

OUR STRATEGIC PLAN

The Goulburn Valley Health Strategic Plan 2024-2026 provides the direction for GV Health with our five strategic pillars being:

- Health and Wellbeing Outcomes: Improve health and outcomes for the population in our region
- Community and Consumer Experience: Ensure everyone has an outstanding personalised experience
- Our Staff Experience: Our people feel connected, supported, safe and well
- Responsible Workplace: Be sustainable and efficient
- Health Equity: Embrace differences in how we design and deliver healthcare

GV Health Strategic Plan: [Strategic Plan 2024-2026 - GV Health](#)

FOR MORE INFORMATION

Application tips: [Application Tips - GV Health](#)

GV Health: <https://www.gvhealth.org.au/about/>

Child Safety and Wellbeing: [Child Safety and Wellbeing - GV Health](#)

Living in Goulburn Valley: [Goulburn | Regional Living Victoria](#)

GV Community Connector: [Community Connector Program for Businesses](#)