

Role Description

Title	Team Lead Accounts Receivable
Manager Title	Financial Transactions Lead
Directorate and Group	Finance, Organisational Support
Direct Reports	Accounts Receivable Officer Accounts Receivable Officer – Credit Control
Band	E
Date	March 2026
Approved By	Chief Financial Officer

Public Service

Ka mahitahi mātou o te ratonga tūmatanui hei painga mō ngā tāngata o Aotearoa

I āianeī, ā, hei ngā rā ki tua hoki, he kawenga tino whaitake tā mātou hei tautoko i te Karauna i runga i āna hononga ki a Ngāi Māori i raro i te Tiriti o Waitangi. Ka tautoko mātou i te kāwanatanga manapori. Ka whakakotahingia mātou e te wairua whakarato ki ō mātou hāpori, ā, e arahina ana mātou e ngā mātāpono me ngā tikanga matua o te ratonga tūmatanui i roto i ā mātou mahi.

In the public service we work collectively to make a meaningful difference for New Zealanders now and in the future. We have an important role in supporting the Crown in its relationships with Māori under the Treaty of Waitangi. We support democratic government. We are unified by a spirit of service to our communities and guided by the core principles and values of the public service in our work.

About DOC

The Department of Conservation Te Papa Atawhai (DOC) serves to protect and restore nature spaces and species across Aotearoa.

At the heart of our success is our strong DOC culture, built on clear values. Our integrity grounds us, our connections take us further together, we empower ourselves and others to do the best work, so we achieve more for nature and New Zealand.

Role Purpose

This purpose of this role is to lead the Accounts Receivable function, including billing, collections, and oversight of credit control, including the daily Booking System reconciliation and management. This role ensures timely cash inflows, minimises bad debt risk, and maintains strong customer relationships to support revenue assurance. The role will also support, monitor and supervise Accounts Receivable staff and provide training and development opportunities.

Key working relationships

Internal	External
• Peers and colleagues • Other Team Leaders in the Unit • Managers and staff • Programme Manager FMIS • Direct reports	• Iwi • Trusts • Local Authorities • Commercial and Community Partners • External auditors • Concessionaires

General

Employees are required to respond to DOC's changing needs, performing other tasks as reasonably required.

DOC may make reasonable changes to the role in consultation with the role holder. This could include adjustment of the allocation of portfolios and responsibilities among members of the leadership from time to time.

As a leader you are visible, open, and engaging, proactive, and agile. You move towards problems and challenges and not create barriers or assume something is someone else's responsibility.

You are required to maintain a strict sense of personal ethics, maintain confidentiality and privacy, and abide by DOC's Code of Conduct.

Key Accountabilities

Accountability	Includes
Lead Accounts Receivable Function	Lead and mentor the Accounts Receivable team to raise customer invoices accurately and efficiently, receipt deposits in a timely manner Monitor ageing reports and proactively follow up on overdue accounts Ensure Accounts Receivable general ledger balances are reconciled and reconciling items followed up in a timely manner Monitor individual and team performance to ensure that business objectives are met Liaise with customers and key internal stakeholders such as National Transaction Centre and Regional Operations to resolve billing disputes and improve collection rates Ensure all internal and external audit queries are prioritised for resolution Contribute effectively to Finance planning and deliver the services required in the annual business plan Ensure all SOP's, Aris Models and Intranet content is kept current
Team leadership	Leading and supporting employees to ensure a high performing and capable team Setting expectations with staff including clear definitions of success, and providing constructive and robust feedback

Accountability	Includes
	Supporting the creation of an inclusive culture and encouraging the team to draw upon diverse strengths and perspectives Supporting the learning and development of the team to ensure identified capability requirements are met Directing and supporting team members to collaborate Creating a work environment where workers are kept healthy, safe and well, taking all practical steps to ensure own and others' safety
System Development and Implementation	Promote a collaborative, positive environment that encourages team members to contribute to on-going system development and process design Recommend and oversee the implementation of changes to systems and processes within the Accounts Receivable team Assess the impact on team processes and resourcing requirements and raise issues to the Manager – Financial Transactions as appropriate
Supporting Directorate outcomes	Contributing to the setting directorate priorities, ensuring alignment of activities and resources Providing leadership across the directorate Supporting the Director and Managers with specialist knowledge and expertise
Stakeholder relationships	Engaging with external stakeholders to share information, build relationships, and identify critical issues and opportunities Providing regular updates on key outcomes and undertakings for internal and external audiences Participating in engagement and feedback activities and ensuring feedback is incorporated into the team's work Identifying critical issues and opportunities where feedback and/or engagement is required to proceed
Treaty partnership	Ensuring DOC operates as an honourable Treaty Partner, identifying the impact of the team's work on Māori and building awareness in the team Establishing networks with iwi and Māori who are interested/impacted in the work of the team Identifying appropriate methods and leading engagement processes Ensuring co-design with Māori is undertaken when required Ensuring different ways of working are supported, institutional bias and stereotypes are not reinforced Supporting team members to build capability to meet the requirements of DOC's Whāinga Amorangi framework

Accountability	Includes
Planning	Developing and maintaining plans to deliver agreed outcomes, scoping and defining the work programme Clearly communicating the team's priorities and required outcomes, and identifying how results will be achieved Planning, negotiating, and agreeing budget and resource requirements Delegating and assigning tasks and responsibilities across the team Managing competing priorities and setting defined goals
Monitoring and delivery	Undertaking comprehensive performance monitoring to regularly assess performance and identify areas of risk or concern Highlighting critical risks or issues, and identifying and implementing solutions Addressing performance issues in a timely manner and/or escalating requirements to amend agreed commitments Managing to ensure effective delivery of effective services Gathering feedback from customers and other stakeholders and seeing opportunities for improvement Understanding customer needs to anticipate and meet requirements Maintaining awareness of current and emerging trends to ensure the team's service remains fit for purpose Identifying and encouraging others to identify opportunities to improve

Capability

Capabilities Required	
Specialist skills, knowledge, and qualifications	Sound knowledge and experience of Accounts Receivable and Debt Management Processes Strong communications skills for customer engagement, credit management and dispute resolution Analytical skills for customer account reconciliation and managing aging reports Knowledge of internal control frameworks to ensure accuracy, prevent fraud, and satisfy audit requirements Proven experience in a team leader or supervisory role within a high-transaction volume environment, ideally 5+ years Experience working within or with a large government entity, adhering to strict policy guidelines and financial delegations. Proven leadership skills in a customer-facing finance role
People leadership	Leads and manages using effective role modelling, delegation, and performance management skills

Capabilities Required	
	Leads by example, guiding people to be disciplined and considered Understands the impact of own actions Sets clear team objectives and expectations and focuses direct reports on achieving shared objectives Monitors and strengthens management team cohesion and performance Coaching and mentoring skills Motivates and inspires
Treaty partnership	Understands the impact DOC and the wider public sector and government have on the Māori-Crown relationship Understands the obligations of the Crown under the Treaty of Waitangi as this relates to area of work Aware of the differences between Māori and non-Māori world views and knows how to access more knowledge Understands how Treaty settlement commitments impact area of responsibility A sound understanding of te ao Māori, te reo me ngā tikanga Māori
Collaboration and organisation leadership	Works effectively to solve problems, gains trust easily and supports peers Demonstrates and fosters collaboration across teams Proactively informs, and provides frank advice on sensitive issues Has a broad understanding of government processes and politics and key interfaces with government and other public sector agencies Communicates clearly and with impact, and inspires, motivates, and influences Fosters culture of innovation, drives system and process improvements Leads cross-functional work and contributes to wider organisational outcomes
Delivering results	Plans and organises work to achieve required deadlines Manages and delivers on diverse priorities, effectively allocating time and resources Manages risk effectively through appropriate identification, categorisation, and evaluation and/or mitigation
Relationship management, interpersonal and communication skills	Works cooperatively and collaboratively with others; builds relationships with stakeholders and partners Connects with others, builds trust and listens Shares information proactively and seeks to support others Communicates clearly and sensitively with a wide range of audiences

Capabilities Required	
	Gains active participation and/or support for initiatives, from senior leaders, staff, and senior stakeholders
Decision making and reasoning	Integrates wide ranging information to support effective decision making Seeks different perspectives to check for and mitigate unconscious bias
Commercial and financial management	Budget management skills Negotiation skills

You are required to comply with the standard operating requirements of DOC, i.e., you must comply with the financial, health and safety, legal, people and other delegations set out in Standard Operating Procedures, policies, and instructions (refer to the Intranet for further information).