



POSITION DESCRIPTION

Position	Finance Services Officer
Department	Corporate Services
Agreement	<u>Geelong Arts Centre Enterprise Agreement 2021-2024 and its successors</u>
Award classification	Administration Grade 3.1
Remuneration	\$70,100 pa, plus 12% superannuation
Terms of engagement	12-month fixed term (parental leave replacement) in a full time (1.0 FTE) capacity
Work location	Geelong Arts Centre, 50 Little Malop Street, Geelong Costa Hall, Deakin University Waterfront Campus, Geelong
Date reviewed	October 2026
Approved by	Chief Executive Officer & Creative Director

ABOUT GEELONG ARTS CENTRE

We curate, support and present a diverse range of music, theatre, comedy and dance performances, as well as important cultural and arts practice dialogue, workshops, developments, community experiences and free public activations. Our work seeks to welcome every person in our community to engage, learn and express their creativity, making art a universal experience.

Geelong Arts Centre (GAC) is the cultural heartbeat of Victoria's second-largest city. Established in 1981 as a Victorian Government statutory agency, we have evolved into Australia's largest dedicated regional performing arts complex. A landmark \$140 million redevelopment, completed in August 2023, quadrupled public space, installed world-class staging, lighting and acoustic systems, and created fully accessible foyers that link the historic Ryrie Street building with a striking new Little Malop Street façade designed in consultation with Wadawurrung Traditional Owners.

The campus now comprises five distinct performance venues supported by rehearsal studios, exhibition foyers and meeting and event spaces. Additional creative spaces include purpose-built rehearsal rooms, creative workspaces, and a range of hospitality areas including *Tutti*, our in-house café and restaurant which serves both the general public enjoying the precinct and our audiences pre-show.

Geelong Arts Centre curates a year-round season that pairs national and international touring productions with locally produced work. The Centre also commissions and co-produces work with producers from across the country. Core strands span mainstage theatre, contemporary dance, music, children's and family programming, First Nations storytelling and multidisciplinary festivals. A large number of community events perform annually including schools and community ensembles alongside commercial promoters and touring artists.

Geelong Arts Centre is supported by a strong and growing philanthropic and corporate community who champion our work for and by the community. Community engagement and lifelong learning are embedded in our *Creative Learning* program which partners with educators from kindergarten to Year 12, offering curriculum-aligned performances, artist

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workshops and teacher resources. *Creative Engine*, the Centre's industry development hub, allocates seed funding, rehearsal space, mentoring and networking to emerging artists, sustaining a vibrant regional talent pipeline.

Access programs including Auslan-interpreted shows, relaxed performances, and ticket subsidies ensure that people of all ages, abilities and backgrounds feel welcome.

OUR PEOPLE

We want to make Geelong Arts Centre a place where people genuinely want to work — safe, supported, motivated, and inclusive. The Centre will invest in its workforce by building skills, capability, and organisational agility, while recognising and rewarding performance. We are committed to fostering a diverse, positive, and values-led culture that prioritises wellbeing, engagement, and development. We want to ensure a strong, capable, and inspired team drives the Centre's success.

At Geelong Arts Centre, our people embody four core values that drive everything we do. We are bold in our approach, embracing the freedom to challenge boundaries and think differently. Our welcoming spirit is reflected in genuine smiles that celebrate inclusiveness and our shared passion for creativity. We stay deeply connected by proactively engaging with arts and wider communities, facilitating meaningful exchange of ideas that enrich our cultural landscape.

Working as an ensemble, we value every team member's unique contribution as we strive toward our common purpose. This collaborative spirit extends to our commitment to professional development - we invest in structured learning pathways that help our people grow their skills and advance their careers. By bringing together diverse backgrounds, perspectives and experiences, we create an environment where creativity thrives and extraordinary cultural experiences come to life. Together, we're building a vibrant hub that connects global ideas with local stories and nurtures the artistic heart of our region.

See more in our [Strategic Plan](#).

RELATIONSHIPS

Reports to	Finance Coordinator
Supervises	The role does not include direct supervisory responsibilities however works collaboratively with other roles within the Centre to deliver shared goals, experiences and improvement projects.
Internal Relationships	Corporate Services teams including Finance Services, Procurement and Governance teams, CEO & Creative Director, Directors, People Leaders, Managers, Centre staff.
External Relationships	Suppliers, Customers and Hirers, Banks and financial institutions; Payment Process IT Support; Payment Process External Security Support; Auditors (Internal & External); and Accounting Software Consultants.

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POSITION OVERVIEW

This position is responsible for delivering professional and efficient finance and procurement services for Geelong Arts Centre as well as assisting with customer-focussed support to both internal and external stakeholders.

The Finance Services Officer supports Geelong Arts Centre's day-to-day financial operations by providing accurate and efficient processing of accounts and other elements of the procurement process. Working closely with other finance services team members, including procurement and payroll, ensure complete compliance with financial standards and Centre policies. This role will support internal stakeholders to complete the procurement process and maintain compliance with delegation of approvals and other auditable elements. You will be responsible for maintaining accurate and timely records, building strong relationships internally and externally, and ensuring the efficiency of our financial processes.

PRIMARY RESPONSIBILITIES

People and teams

- Contribute to the continuous improvement and overall success of the Finance Services team, its services, and functions, and the broader Corporate Services department.
- Understand business needs and establish effective working relationships with key stakeholders to develop and sustainably embed the Centre's financial services process within the overarching Procurement Framework.
- Provide high-level customer focussed support, advice and assistance to users of finance services through a range of channels including phone, email and digital, ensuring enquiries are addressed promptly and accurately and client needs are met to agreed standards and timelines.

Finance Services

- Handle all aspects of accounts payable and accounts receivable, ensuring accurate and timely processing of invoices, payments, and collections.
- Check and process purchase invoices, credit card reconciliations and employee expenses for reimbursement, checking against client's budget allocation, ensuring they are compliant with ATO and Centre's policies.
- Deliver an accounts function, which includes providing advice, support and information to staff, customers, suppliers and clients.
- Perform accurate reconciliation of all show settlements within the timelines outlined in the relevant contracts.
- Maintain accurate records of all organisational costs, incoming payments and outstanding debts owed to the Centre.
- Collaborate with internal teams to resolve any invoice or payment-related inquiries.
- Monitor customer accounts for non-payment and delayed payments.
- Resolve client billing issues and discrepancies in a professional and timely manner.
- Issue invoices, credit notes and receipts to customers, ensuring accuracy and adherence to established billing procedures.

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- Processing business expenses and offsetting relevant payments in bank feeds.
- Reconcile customer accounts and preparing bank deposits.
- Provide regular reports on the status of customer accounts and outstanding debts.
- Oversee timely processing of supplier payments within guidance from Manager, Finance Services.
- Assist with month-end and year-end accounting procedures, and any other finance executive reports.
- Actively participating in a range of initiatives that continue to develop the finance function, helping develop ideas that support the business ambitions.

Procurement services

- Advise and assist staff and stakeholders through the procurement process to ensure compliance, probity and the application of procurement policy and act as the point of contact for procurement process troubleshooting.
- Support low to medium-value procurement activities, including RFQs, quotations, evaluations, approvals and purchase orders, in accordance with the Centre's Procurement Framework.
- Build awareness of the Centre's Procurement Framework through communication and training of internal and external stakeholders and by preparing and improving guidance material/resources for staff.
- Ensure accurate and timely processing of relevant documentation, co-ordinate procurement correspondence and maintain a preferred suppliers list.
- Conduct analysis of the procurement process including monitoring and reporting outgoing spends for budget comparisons and risk evaluation.
- Support contract management activities, including monitoring contract expiry dates, renewals, variations and key compliance requirements and maintain Centre's contracts database and reporting system to ensure an audit trail is adequately documented for probity, accountability and audit purposes.
- Maintain a detailed knowledge of and monitor compliance with the Centre's Delegations of Authority policy, including maintaining the register of signatories.
- Ensure accurate maintenance of supplier on-boarding process, including liaison with external specialists.
- Maintain supplier records and databases and assist financial management with records management to ensure an adequate audit trail is developed for probity and accountability.
- Assist with procurement reporting, audits and continuous improvement of procurement processes, systems and templates.

Other

- Facilitate training less experienced staff in more complex operation tasks.
- Project manage delegated innovation or improvement projects.
- Perform a delegated coordination role across specific functions or services.
- Support the implementation of enterprise digital solutions or systems.
- Undertake other duties or projects as reasonably requested.

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Values, Governance, Safety & Risk Management

The incumbent shall carry out their duties in accordance with legislative and governance requirements, Centre policies, procedures and practices, safety principles, code of conduct for Victorian public sector employees, and Victorian Public Sector Values.

Commitment to Health and Safety

- All staff are responsible for the reasonable care for their own health and safety and that of other people who may be affected by their conduct.
- Geelong Arts Centre is committed to providing a workplace that protects the physical and mental health, safety and wellbeing of our people, visitors and others who work for and with us. Our leadership is critical to promoting a safety culture that is inclusive, supportive, adaptive and free from harassment, discrimination and bullying and achieves positive safety outcomes for our people. Our executive and people leaders are responsible for providing and maintaining a safe and mentally healthy workplace culture where we take care of each other through supporting and providing a work environment where safety is prioritised.

Undertake other duties or projects as reasonably requested.

SELECTION CRITERIA

Essential qualifications and experience

To be successful in this position, you will have experience in a similar role which will include:

- Understanding of basic accounting principles and practices
- Excellent attention to detail and accuracy
- Intermediate proficiency with Cloud-based software including Microsoft applications, OneDrive, SharePoint and Teams, as well as commercial accounting software.
- Demonstrated experience in developing, influencing and maintaining professional and productive relationships with internal and external stakeholders.

Desirable qualifications and experience

- Experience in the use of Microsoft Dynamics.
- Experience in delivering the payroll function.
- Experience in implementing enterprise digital solutions or systems.

Other requirements

- The following checks, licences and certifications are required for this role:
 - Working with Children's Check (employee)
The employee must provide evidence that they hold current certifications prior to commencing employment with Geelong Arts Centre. The employee must

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maintain currency of these checks, licences and certifications for the duration of their employment with Geelong Arts Centre.

CAPABILITIES

Demonstrable behaviour, skills, knowledge and abilities in the following core capabilities:

Service culture	A people first attitude; considers others' perspectives in making decisions and providing consistent quality advice and service; offers solutions and strategies that best serve the stakeholder's needs.
Integrity	Committed to the public interest and operates in a manner that is consistent with the organisation's code of conduct, coupled with an ability to handle sensitive and confidential information and material, with an emphasis on tact and discretion.
Continuous improvement	Proactively improves the efficiency, effectiveness and quality of materials, processes and systems; fosters and encourages an environment in which creativity, innovation and diversity of thought are valued and rewarded.
Relationship building and teamwork	Establishes and maintains relationships with people at all levels, forges useful partnerships with people across business areas, functions and organisations, builds trust through consistent actions, values and communications, cooperates and works well with other in the pursuit of team goals, collaborates and shares information and accommodates and works well with the different working styles of others.
Analysis and problem solving	Analyses issues from diverse perspectives, draws sound inferences from information available and offers sustainable practical solutions.

DISCLAIMER

It is not the intention of the position description to limit the scope or accountabilities of the position. Its purpose is to provide an outline of scope and responsibilities, at a point in time. The scope of the role may be altered from time to time in accordance with changing business requirements.

INSTRUCTIONS TO APPLICANTS

To apply for this role please use the [Careers](#) page of our website. To be considered for this opportunity, candidates must address the **Selection Criteria and Capabilities** requirements and follow the instructions on the Geelong Arts Centre website.