

Position Description

Title	Business Systems Administrator - Coupa
Business unit	Finance & Procurement
Location	130 Lonsdale Street, Melbourne
Employment type	As per employment agreement
Reports to	Senior Manager Contracts & Procurement

About Uniting

Uniting Vic.Tas is the community services organisation of the Uniting Church. We've been supporting people and families for over 100 years. We work alongside people of all ages in local communities in Victoria and Tasmania. Our services reach to Albury-Wodonga in the north, Mallacoota in East Gippsland, the Wimmera region in the west, and across Tasmania.

We empower children, young people and families to learn and thrive. We're there for people experiencing homelessness, drug and alcohol addiction or mental illness. We support people with disability to live the life they choose. We assist older people to maintain their independence and enjoy life. We provide opportunities to access training and meaningful employment. We're proud to welcome and support asylum seekers to our community. We work to empower people with the information, skills and tools they need to live a healthy, happy life.

As an organisation, we work in solidarity with Aboriginal and Torres Strait Islander people as Australia's First Peoples and as the traditional owners and custodians of this land.

We celebrate diversity and value the lived experience of people of every ethnicity, faith, age, disability, culture, language, gender identity, sex and sexual orientation. We welcome lesbian, gay, bisexual, transgender, gender diverse and non-binary, intersex, and queer (LGBTIQ+) people at our services. We pledge to provide inclusive and non-discriminatory services.

Our purpose: To inspire people, enliven communities and confront injustice

Our values: We are imaginative, respectful, compassionate and bold

1. Position purpose

The purpose of this position is to:

- Oversee and undertake testing, system maintenance, developing operating procedures, data analysis, planning and scheduling, while ensuring a compliant and safe operating environment
- Provide advice, develop training and system improvement initiatives to ensure the successful delivery of project outcomes and maximisation of system usage
- Work closely with internal and external stakeholders to understand the service requirements and operate with excellence in process and judgement to provide sound and timely advice and technical support
- To develop and implement systems and processes that continually improves the efficiency, timeliness, and accuracy of recording of all transactions
- Document corporate knowledge and continually refresh procedural guidelines
- Support, understand and deliver integrations with consideration given to interdependencies of applications in Finance and Procurement.

2. Scope

Budget: nil

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People: nil

3. Relationships

Internal

- Uniting Operations teams
- Finance team

External

- Coupa Support Network
 - Dynamics Support Network
 - Uniting Suppliers and Sub-Contractors
 - Other external system support delegates.
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4. Key responsibility areas

Service delivery

- Plan, implement and deliver a high-level technical service which will include day-to-day technical operations such as testing or data collection activities, identifying opportunities, risks and impacts of process and system changes, scheduling system upgrades, developing and implementing technical procedures and support documentation, data input and analysis and producing reports
- Provide technical advice and/or training to staff, vendors and other stakeholders in the area of service or technical expertise, including compliance with technical standards and protocols
- Maintain up-to-date specialist knowledge of new and innovative methodology, equipment, technology, data management and analysis in the field of specialisation
- Identify, document and resolve issues associated with the conduct of upgrades, system integrations, or technical services including escalation of more complex issues as required
- Actively participate in and initiate continuous improvement activities relating to projects, reporting, training, or technical procedures and quality assurance standards
- Build and sustain effective working relationships with a network of system users, colleagues, vendors and other stakeholders to facilitate efficient conduct of technical processes, training delivery and needs analysis.

Administration

- Maintain records relating to Uniting's systems, system versions and respond to system related requests received through one or more nominated support mailboxes
- Develop and extract detailed spend reports and system usage reports using data from a variety of sources, providing insight into the user groups category spend, system use and purchasing knowledge
- Participate in and contribute to relevant departmental and cross-departmental meetings, committees, and project teams
- Act as a key point of contact for the finance team to facilitate monthly data extraction and support audit requirements
- Ensure all system activities and system settings conform, at all times, to the Corporate Delegations of Authority principles.

Quality and risk

- Assess procurement activities for risk and develop plans to mitigate risk
- Participate in quality improvement and risk reduction activities
- Support audit and accreditation events
- Report compliance issues

People and teams

- Undertake regular supervision and performance review with line manager and informally with a variety of operational team members

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- Provide regular evidence-based feedback to system users, managers and other stakeholders to promote collaborative working relationships
- Promote and maintain a highly positive, respectful and consultative work environment
- Provide the highest level of professional conduct in alignment with Uniting's values.

Personal accountability

- Compliance with Uniting's values, code of conduct, policies and procedures and relevant government legislation and standards where relevant
- Cooperate with strategies to actively ensure the safety, protection and well-being of children who come into association with Uniting
- Work collaboratively with Uniting employees and external stakeholders in accordance with Uniting's values and professional standards of behaviour
- Identify opportunities to integrate and work collaboratively across teams
- Take reasonable care for your own health and safety, and health and safety of others (to the extent required)
- Promote a positive safety culture by contributing to health and safety consultation and communication
- Promptly respond to and report health and safety hazards, incidents and near misses to line management
- Attend mandatory training sessions (i.e. equal employment opportunity, health, and safety) and mandatory training specific to position
- Declare anything that you become aware of through the course of your engagement which may impede your suitability to work with children and/or young people.
- Declare any potential or actual conflict of interest that you become aware of through the course of your engagement:
 - Based on a relationship with a current member of Uniting's workforce
 - Based on my ongoing work with another organisation
- Comply with all Occupational Health and Safety (OHS) instructions, policies and procedures and take steps to identify, eliminate and/or minimise OHS risks where appropriate.

5. Performance indicators

- Drive high engagement and activity levels among system users. Unsanctioned procurement and commercial activity outside of system is minimised
- System integrations, upgrades, data flows and version control is closely managed, recorded and auditable
- Finance and Procurement team is closely supported with reporting, prompt resolution of queries, audit support and month-end work
- Operational teams are well trained to make use of the system and adhoc queries are resolved.
- Awareness and certifications are maintained to the highest levels.

6. Person specification

Qualifications

- Bachelor's degree in one of the following subject areas: procurement, supply chain management, commercial, financial, facilities management, or business management.

Experience

- Extensive demonstrated experience as a Coupa Systems Administrator
- Experience as a coach or trainer within the business systems space
- Experience in leading, guiding, persuading and consulting with internal stakeholders
- A developing procurement professional who is a natural relationship builder, lateral thinker, effective communicator, credible and naturally inquisitive.

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Core selection criteria

- Analytical and conceptual skills: Ability to assess financial and non-financial considerations
- Project management: Proven capability to scope, plan, manage and deliver complex projects
- Values alignment: Ability to demonstrate and authentically promote Uniting's values
- Interpersonal skills: High level of written and oral skills in which to present complex information
- Ownership and commitment: Take responsibility
- Ability to prioritise multiple tasks and complete work accurately and on time
- High attention to detail
- Strong MS Office and data entry skills
- Strong customer service focus.

7. We are a child safe organisation

Uniting is a child safe organisation and is committed in everyday practice to ensure the safety and wellbeing of all children, at all times. As a child safe organisation, employment with Uniting is subject to a satisfactory national (and international where relevant) police check and relevant Working With Children Check (and NDIS Worker Screening Check where relevant) to your State prior to commencement of any paid or unpaid work and/or participation in any service or undertaking.

This position description is subject to review and may change in accordance with Uniting's operational, service and consumer requirements.

8. Acknowledgement

I have read, understood, and accepted the above Position Description

Employee

Name:

Signature:

Date: