



POSITION DESCRIPTION

Position title	Bookkeeper
Reports to	Partner
Department	Business Services
Date Prepared	May 2021

Who are we	<p>Proudly independently owned and operated in South Australia for over 40 years, partnering with clients across South Australia and the Northern Territory, Bentleys SA is an integrated business services and advisory firm and is helping businesses and individuals achieve their goals and aspirations, and get them to where they want to be.</p> <p>Located in the heart of Adelaide, we are a dynamic, professional practice where the team is connected and authentic and most importantly, driven by insights.</p>
Our Values	<p>The Bentleys commitment to unmatched client service is embedded in our values. Our values drive our behaviour and underpin how we work, how we make our decisions, and how we interact with our clients, community and our people.</p> <div> <div>  <p>Authentic We are real.</p> <p>Committed to building relationships, acting with honesty and integrity.</p> </div> <div>  <p>Insightful We care.</p> <p>We use our expertise to build a sustainable future for our people, our clients and our community.</p> </div> <div>  <p>Dynamic We are bold.</p> <p>We think ahead, embracing the future with confidence and agility.</p> </div> <div>  <p>Connected Together, we are stronger.</p> <p>A culture of collaboration and belonging to celebrate our differences.</p> </div> </div>
Primary Purpose of Role	To provide high quality external bookkeeping services to a portfolio of clients

Key Result Areas	Responsibilities	Measures
Client relationships	<ul style="list-style-type: none"> Promote and deliver prompt, efficient and accurate customer service Maintain high ethical standards and professionalism with external clients in accordance with Bentleys values Actively work towards resolving customer queries or complaints in a prompt and professional manner, and report outcomes to Senior staff (including Managers or Partners) Assist and guide clients in using their accounting software, where required Maintain sound business relationships with clients Improve/streamline and/or implement processes and practices to achieve customer service excellence, where required 	<ul style="list-style-type: none"> High levels of client satisfaction Bentleys/Accounting standards, policies and procedures practiced are applied consistently Timely response to questions or complaints Accurate, timely and detailed responses Client complaints/grievances resolved
Business Services	<ul style="list-style-type: none"> Prepare monthly and/or quarterly Activity statements for small to large businesses including companies, trusts and partnerships using firm software Prepare and/or review work papers and checklists to ensure accuracy and completeness Assist Senior Bookkeeper with processing payroll, payroll tax, accounts payable including batch payments, accounts receivable, bank reconciliations, workers compensation & superannuation, where required Process journal entries for monthly reports Monitor and/or review, and keep up to date with compliance requirements for Income Tax, GST, Activity Statements, Instalment Activity Statements, Pay-As-You-Go, Payroll Tax, Return to Work SA, Superannuation, & STP Assist the Senior staff (including Managers or Partners) to establish systems and processes that will ensure all work is performed to the highest professional standard Other duties as directed by Senior staff (including Managers or Partners) 	<ul style="list-style-type: none"> Meet annual budgeted chargeable hours Keep write-offs to budget Tasks/projects managed to achieve outcomes and meet deadlines
Compliance & Reporting	<ul style="list-style-type: none"> Maintain the integrity of the client database, ensuring accuracy and compliance of client files Provide, upon request, all and any documentation to Senior staff (including Managers or Partners) Complete all necessary reports and documentation as directed by Senior staff (including Managers or Partners) Secure highly sensitive and confidential data and information Ensure compliance with Data Breach legislation 	<ul style="list-style-type: none"> Compliance with required standards, laws and regulations Use of company software for sensitive information Efficient, accurate records and filing system
Leadership / Management	<ul style="list-style-type: none"> Provide guidance to, review and provide feedback on the work of junior staff, where required 	<ul style="list-style-type: none"> Regular feedback is provided and recorded in the Performance Management System

Competency Area	Proficiency Level - Developing	Behavioural Indicators / Measures
Client Focus	<ul style="list-style-type: none"> Strives to tailor service to client's needs. Encourages others to focus on the client. Identifies and clarifies individual needs. 	<ul style="list-style-type: none"> Delivers solutions that meet clients' needs. Ensures that clients have a positive experience Takes personal responsibility for collaborating with clients and stakeholders to jointly identify and resolve problems or issues promptly. Communicates with clients and stakeholders regarding expectations to monitor satisfaction. Reaches out to provide useful advice and expertise or to distribute helpful information.
Effective Communication	<ul style="list-style-type: none"> Communicates detailed information clearly and accurately, both written and oral. 	<ul style="list-style-type: none"> Actively listens to people and asks questions to gain a broader understanding of the issue or question at hand. Seeks to ensure that factual messages are clearly understood, useful and timely. Correctly interprets non-verbal cues. Clearly presents information or provides explanations so that they are easily understood. Ensures information provided to various sources is factual to avoid negative repercussions. Is receptive and responds in ways that communicate clear understanding.
Drive to Achieve	<ul style="list-style-type: none"> Works to exceed set targets and persists in achieving a standard of excellence 	<ul style="list-style-type: none"> Takes ownership by setting stretching but realistic personal goals and monitors own progress against these, delivering to deadlines. Proactively seeks to understand expectations and delivers beyond minimum requirements. Sees problems as challenges and learning experiences. Is concerned about missing deadlines or failing to meet business targets, and takes action to minimise these occurrences. Attention to detail and accuracy is always maintained by checking work.
Analysis and Decision-making	<ul style="list-style-type: none"> Expected to solve simple problems where the situations encountered are repetitive and alternatives are readily learned. The required action is clear or can be readily referred to higher level. 	<ul style="list-style-type: none"> Recognises and reviews the relevant factors of a situation or problem. Breaks apart a problem and links together pieces with a single link. Identifies the cause-and-effect relationship between two aspects of a situation (A leads to B). Organizes tasks or issues in terms of priority. Analyses pros and cons and establishes basic priorities and relationships. Assesses the strengths and weaknesses of arguments to judge their merits or validity, as well as the actions to take.
Planning and Organising	<ul style="list-style-type: none"> Effectively prioritises own work to meet deadlines and seeks appropriate assistance when required. 	<ul style="list-style-type: none"> Effectively prioritises own work such that she/he is prepared and able to meet work objectives. Efficiently uses his/her time. Organises resources to complete his/her projects efficiently and on time. Effectively participates in routine planning activities related to his/her work. Keeps appropriate people informed about progress on tasks/project.
Detail Orientation	<ul style="list-style-type: none"> Ensures performance measures are in place to 	<ul style="list-style-type: none"> Develops general goals for most initiatives and tasks. Measures performance against goals.

Competency Area	Proficiency Level - Developing	Behavioural Indicators / Measures
	track achievements, takes corrective action and meets deadlines.	<ul style="list-style-type: none"> • Makes a good effort to achieve a goal. • Usually has a sense of urgency when faced with problems and getting the work done.
Technical Expertise	<ul style="list-style-type: none"> • Has and uses the required functional and technical knowledge and skills to do his or her job at a high level of accomplishment.. 	<ul style="list-style-type: none"> • Understands technical aspects of own job. • Keeps up-to-date on the professional and technical aspects of the job. • Applies policies and procedures in a correct and timely manner. • Keeps up-to-date on resources available to serve the needs of clients. • Keeps up-to-date on current research and technology in education and in one's own professional field.

Qualifications	<ul style="list-style-type: none"> • Drivers Licence • Police clearance • Relevant qualification in Bookkeeping, Business Administration, Finance or equivalent (minimum Certificate IV in Accounting and Bookkeeping) 	Essential
Experience	<ul style="list-style-type: none"> • Minimum 5 years' experience in similar role • Good knowledge of accounting software (e.g. MYOB, Xero, Quickbooks, etc) • Good knowledge of Accounting Standards, Income Tax, GST and relevant Acts and legislation • Intermediate Microsoft Word, Excel & Outlook 	Essential

Staff reporting to position	0
Special conditions	<p>Out of hours work as required</p> <p>The incumbent will be required to achieve performance targets that are negotiated and mutually agreed with the Partner.</p>

Acknowledgement

I have read this position description and understand the requirements within. I understand that this is to be used as a guide and that I will be responsible for performing other duties as assigned.

Name

Signature

Date