



Vacancy Information

Position Title	APS Level 6 Debtor Management and Credit Control Officer APS Level 6 Finance Reporting Officer
Reporting To	Assistant Director Management Accounting
Location	Ngunnawal Country (Phillip, ACT)
Vacancy Type	Full-time – Ongoing, Non-ongoing (specified term - 12 months from the date of commencement)
Salary Range	\$99,734 - \$111,701 Note: the base salary is the default rate, however salary maintenance for Section 26 transfers, or an above-base pay point (commensurate with the skills and experience) may be considered for the successful candidate. Explore our Enterprise Agreement (2024-2027) here .
Contact	Guolin Mah – 02 6212 2038 Assistant Director – Management Accounting
Closing Date	Monday 27 July 2026

About AHL

AHL is a not-for-profit Commonwealth company dedicated to providing culturally safe and affordable accommodation for First Nations people who need to be away from home to access services and economic opportunities. AHL's vision is to improve the quality of life and economic opportunities for First Nations people. – since 1973, AHL has been committed to improving the quality of life and economic opportunities for First Nations people through a national network of over 40 hostels across Australia.

About the Role

An exciting opportunity has arisen for two key finance professionals—a Finance Reporting Officer and a Credit Control Officer—to join our dynamic finance team by leading the preparation of management accounting performance reports and optimising the end-to-end management of trade debtors.



Finance Reporting Officer

This pivotal role drives preparation of financial and committee papers for the AHL Board and committees, enabling informed, strategic decision-making. You will compile and distribute critical management accounting reports that empower internal and external stakeholders to successfully fulfill their financial and compliance obligations. Beyond reporting, the role assists with core financial operations, including corporate budgeting and forecasting, the strategic investment of surplus operating funds, and the continuous optimisation of financial systems.

Debtor Management and Credit Control Officer

This role is pivotal in proactively managing debt collection and the recovery of overdue accounts. You will act as a primary point of contact, communicating daily with organisational debtors and collaborating closely with operational staff to resolve outstanding balances. In addition to delivering regular debt and aging reports to management and operations, the position is responsible for compiling weekly and monthly occupancy performance reports to keep internal stakeholders informed on hostel operations nationwide.

Our Ideal Candidate

The ideal candidate for both roles will have strong analytical capability to be able identify trends and foresee potential problems. The candidate will have a high level of written and oral communication skills to provide reliable and fearless advice across the Finance branch.

Finance Reporting Officer

The ideal candidate brings proven experience in a financial or management accounting environment, where they can readily apply advanced financial modelling capabilities. We are seeking a proactive professional dedicated to continuous improvement, who will actively refine financial reporting processes and templates. Given the diverse scope of responsibilities, you must possess strong organisational skills to effectively manage competing priorities and strict deadlines.

Debtor Management and Credit Control Officer

The ideal candidate is a customer-centric professional with a proven ability to engage and negotiate effectively with a diverse range of internal and external stakeholders. You will possess deep technical proficiency in a reservation management system, serving as a key subject matter expert who provides proactive system support and guidance to the operational teams

Benefits

We offer more than just a job; we provide an opportunity to make a meaningful impact. By joining our team, you'll contribute to AHL's vision to improve the quality of life and economic opportunity for First Nations people. You'll work alongside passionate colleagues striving for positive social change. Perks include:

As a Public Benevolent Institution (or "Not-For-Profit"), we offer significant benefits through salary packaging, which allows our employees to use pre-tax dollars for expenses like mortgage, rent, and living expenses. This is in addition to the usual salary packaging availability for vehicles and laptops and is not ordinarily available in other APS agencies. Utilising the full \$15,900 cap per FBT year (April to March), results in substantial tax savings, increased take-home pay, and greater financial flexibility. Calculate your potential savings by visiting either of our providers' websites:

<https://salpaca.us.com.au/pbi-benefit-calculator> <https://www.smartsalary.com.au/calculator>

Convenient and central office location (In Phillip, ACT) with close proximity to bus route; Free all-day parking options close by. Lockers, bike racks and on-site shower/changing facilities; regular social club activities;

Development opportunities within the team and branch – higher duties are automatically paid after 1 day (no two-week waiting period).

No security clearance required (though a National Criminal History Check will be undertaken). Immediate start available.

Key Responsibilities

In line with APS Level 6 work level standards, the Debtor Management and Credit Control Officer will:	
1	Customer relations • Primary point of contact for customers regarding debt-related matters • Provide excellent customer service while maintaining professionalism and ensuring AHL's interests are protected and concerns raised resolved • Address disputes or concerns raised by customers regarding billing or payment issues
2	Account Management • Maintain accurate and up-to-date records of all debtors, payments and outstanding balances • Provide regular status reports on overdue accounts to management and the operations team • Regularly report debt collection status by detailing amounts recovered, remaining outstanding balances, and specific enforcement actions taken
3	• Debt collection and recovery • Monitor and manage overdue accounts to ensure timely collection • Contact debtors by phone, email, or in writing to follow up on unpaid debts, discussing payment options, and negotiating repayment plans
4	Responsible for the collation and the write-off of account receivable debts
5	Preparation of weekly and monthly occupancy reports.
6	Responsible for the reporting of AHL's resident demographical information in specific set context.
<i>Whilst this duty statement summarises the purpose of the job and lists its key tasks, it is not a definitive list of all the tasks to be undertaken. Tasks can vary at the discretion of the Chief Executive Officer, in consultation with the employee. To deliver services effectively, a degree of flexibility is needed, and the employee may be required to perform work not specifically referred to above.</i>	

Key Capabilities

1	An understanding of Aboriginal and Torres Strait Islander cultures and the ability to communicate sensitively and effectively.
2	High level of written and oral communication skills, liaison and negotiating skills including the ability to prepare detailed reports and submissions.
3	A demonstrated ability to provide advice and assistance within a team environment.
4	Strong analytical capability to identify root of cause of issues / problems

5	Strong customer focus together with a demonstrated experience in managing competing workloads and priorities to meet deadlines
Desirable qualifications	Prior experience working in debt management roles

Key Responsibilities

In line with APS Level 6 work level standards, the Finance Reporting Officer will:	
1	Prepare various weekly / monthly management reports but not limited to the following: - Financial reports including variance analysis - Board and various committee papers - Executive dashboards with commentaries
2	Preparation of month end journals and monthly financial reports.
3	Providing financial quality assurance and preparing correction journals for the end of month prior to system closure.
4	Assisting with the preparation of internal and external budgets including AHL's Portfolio Budget Statements.
5	Preparing all term deposit and managed fund investment proposals
6	Preparing of financial acquittals and performance reports for third party funding contracts.
7	Assist in the development and roll out of AHL's Power BI and Tech1 Enterprise Budgeting capabilities.
8	Responsible for the submission of insurance claims and the annual questionnaire with Comcover.
9	Responsible for the assessment of the provision of doubtful debts.
<i>Whilst this duty statement summarises the purpose of the job and lists its key tasks, it is not a definitive list of all the tasks to be undertaken. Tasks can vary at the discretion of the Chief Executive Officer, in consultation with the employee. To deliver services effectively, a degree of flexibility is needed, and the employee may be required to perform work not specifically referred to above.</i>	

Key Capabilities

1	In-depth understanding of Aboriginal and Torres Strait Islander cultures and issues affecting First Nations peoples.
2	Proven and advanced knowledge/skills in financial modelling.
3	High level of written and oral communication skills, liaison and negotiating skills including the ability to prepare detailed reports and submissions.
4	A demonstrated ability to provide advice and assistance within a team environment.

5	Strong customer focus together with a demonstrated experience in managing competing workloads and priorities to meet deadlines with a strong eye for detail.
6	Prior experience working in a financial or management accounting role.
Desirable qualifications	Bachelor of Accounting equivalent and either working towards or full member of an Australian professional accounting body.

Recruitment Initiatives

This is an **Identified Position** and Indigenous jobseekers are encouraged to apply, as well as non-Indigenous jobseekers with a demonstrated commitment to working with Aboriginal and Torres Strait Islander peoples. The successful applicant will need to demonstrate a knowledge and understanding of Aboriginal and Torres Strait Islander Peoples and display respect and dignity in all their dealings with staff and residents.

The **RecruitAbility scheme** applies to this vacancy. Under the RecruitAbility you will be invited to participate in further assessment activity for the vacancy if you choose to apply under RecruitAbility, declare you have a disability, and meet the minimum requirements for the position. For more information on the RecruitAbility scheme, please see link: [APSC Recruitability scheme guide applicants.](#)

Eligibility

To be eligible to apply, applicants must be Australian Citizens or have already lodged an application for Australian Citizenship.

Prior to engagement the successful applicants will be required to:

- provide an Australian Citizenship document (e.g. birth certificate or passport);
- undergo a satisfactory National Criminal History Check;
- meet the fitness for duty requirements.

For new APS employees, a six-month probationary period will apply.

How to apply

- Upload and complete the application form, available from our website [Work with us | Aboriginal Hostels Limited](#)
- Email your application form and current resume to jobs@ahl.gov.au by 11:59PM AEST, **Wednesday 19 August 2026**. The statement of claims (imbedded in the application form) should be a maximum of two pages addressing the key responsibilities and capabilities.
- Include your name and the job reference **(VN-0771660)** in the subject of your email.