



Job Description Form

Our Purpose

To provide safe, customer-focused, integrated and efficient transport services.

Position Title

Team Leader, Ticketing Finance

Level

6

Position Number

37236
(Nominated)

Division/Directorate

Transperth System Regional School Bus Services

Branch/Section

Administration

Effective Date

June 2025

Health Task Risk Assessment Category

5

Reporting relationships

Superordinate: Finance Manager, Level 7

Subordinates: Financial Analyst Level 5
Senior Finance Officer, Level 4 x 2
Finance and Accounts Assistant, Level 3

Key role of this position

Manages the financial policies and processes of public transport ticketing systems for the Transperth System, Regional & School Bus Services Division, ensuring compliance with Australian Accounting Standards, Treasurers Instructions and the Financial Management Act, within a customer focused environment. Provides analysis, strategic and operational advice in all aspects of the Division's financial management.

Core duties and responsibilities

Leadership

- Leads and manages the day-to-day activities of the TRSBS Ticketing Systems Revenue team, including work planning and providing guidance for complex customer queries and account reconciliations.
- Manages staff performance through training/development, performance appraisals and counselling where required.
- Mentoring, coaching and ensuring team skill sets are kept up to date for efficient and effective reconciliations of large and complex ticketing revenue data.
- Ensures effective communication when responding to customer queries to ensure the strong positive reputation of the PTA is maintained.
- Develops and maintains effective relationships with key internal and external stakeholders.
- Facilitates workshops to discuss and resolve complex revenue management issues.

Compliance and Governance

- Keeps abreast of relevant legislation, technical and best practice developments to reduce the risk of fraud and error and ensure compliance.
- Auditing and monitoring refunds and stored value adjustments made within the ticketing systems.
- Works with relevant stakeholders to analyse and identify current and historical revenue management issues and develop business improvement solutions to issues identified.
- Supports the Finance Manager to ensure that financial integrity of the ticketing databases remains robust and enhances the revenue collection of the Public Transport Authority (PTA).

Financial Management

- Reviews and approves monthly Add Value Machine (AVM), Ticketing Vending Machine (TVM) and Open Loop system reconciliations for both EFT and cash transactions.
- Ensures the correct GST treatment for transactions.
- Recommends and implements improvements to the financial operations of the Transperth ticketing systems and provides guidance in formulating and implementing policies, procedures, and guidelines.
- Supervises and approves direct refunds made through ticketing systems and ensures adherence to the Delegations Manual and Financial Management Manual.
- Implements and monitors controls over access to ADVAM, BPOINT and Cloudflare platforms.
- Review and processing of high value re-imburements for incorrect fare charges.
- Contributes to the development of the Finance and Contracts Division operational plan and strategies.

Other

- Performs other duties as required including ad-hoc queries.
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SELECTION CRITERIA

1. Core Competencies

- Tertiary qualification in Accounting, Finance, Commerce or Business or significant experience in relevant discipline, e.g. Accounting, Finance, Commerce or Business.
- Considerable experience and knowledge of a ticketing system database with a demonstrated ability to research, interpret, analyse and reconcile customer accounts.
- Sound working knowledge and ability to interpret and apply Legislation, Acts and Regulations relating to financial policies and procedures.

2. Management and Leadership

- Well-developed management and leadership skills and ability to mentor coach and develop team members.

3. Communication and Interpersonal

- Well-developed interpersonal, verbal and written communication skills including the ability to work autonomously, and in a team environment to support other team members in the achievement of team goals.

4. Conceptual, Analytical and Problem Solving

- Well-developed conceptual and analytical skills, including a proven ability to resolve complex accounting or ticketing issues within time, financial and corporate constraints.

5. Organisational

- Highly developed time management skills with the ability to prioritise tasks and deadlines.

6. Special Requirements

- Satisfactory completion of required medical examinations to verify physical fitness to perform the duties of the position.
- Provision of a current National Police Clearance certificate dated 3 months or less from the date of application for the position.

Certification

The details contained in this document are an accurate statement of the duties, responsibilities and other requirements of the position.

Managing Director / Executive Director / General Manager

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Signature

.....
Date

Employee

I have read and accept the responsibilities of the Job Description Form.

The position's duties are to be performed in accordance with the PTA's Code of Conduct and the PTA's Values.

.....
Signature

.....
Date

