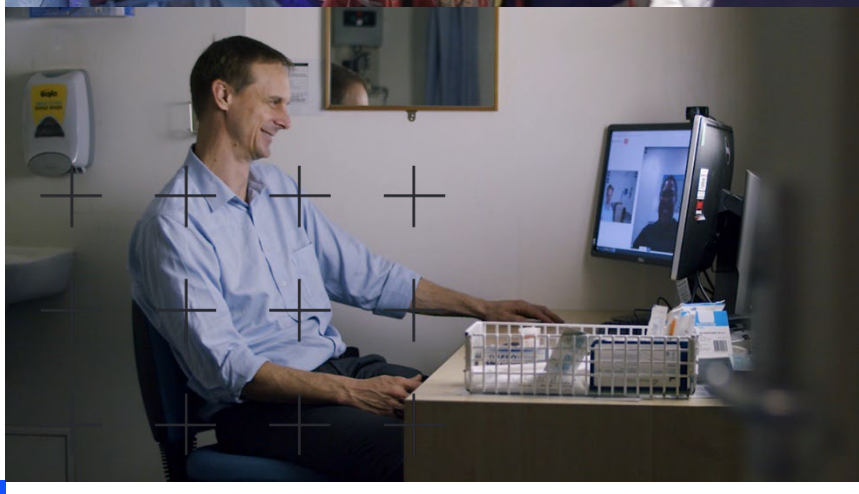
The Royal Melbourne Hospital









Advancing health for everyone, everyday.

Could this be you?

Join The Royal Melbourne Hospital Team

Position Description

Revenue Services Team Leader - Cashiers

The Royal Melbourne Hospital

Position Description

Position Title:	Revenue Services Team Leader - Cashiers
Service:	Revenue Services
Location:	635 Elizabeth Street & RMH City Campus
Reports To:	Operations Manager – Revenue Services
Enterprise Agreement:	Health and Allied Services, Managers and Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2025-2027
Classification:	HS29 – Grade 4
Employment Status:	Full Time
Immunisation Risk Category:	Category C
Date of Review:	October 2026

POSITION SUMMARY

The Cashier Team Leader is responsible for the day-to-day leadership, coordination and operational performance of the Cashier Services function within Revenue Services. Reporting to the Operations Manager – Revenue Services, the role supports the delivery of accurate, timely and compliant cashiering, receipting, banking and reconciliation services across the health service.

The position provides leadership, guidance and support to the Cashier Team, ensuring objectives, performance standards and key financial controls are consistently achieved. The role is accountable for overseeing cash handling, banking, reconciliations, unallocated receipts and related financial transactions, while ensuring compliance with organisational policies, audit requirements and relevant legislative obligations.

Working collaboratively with internal stakeholders, clinical areas, finance teams, patients and external agencies, the Cashier Team Leader plays a key role in maintaining financial integrity, managing operational risk, resolving complex issues and identifying opportunities for continuous improvement. The position also contributes to workforce planning, reporting, process optimisation and the delivery of high-quality customer service that supports positive patient and organisational outcomes.

The role acts as a key escalation point for cashiering and receipting matters and provides operational support to the Operations Manager in achieving the strategic and operational objectives of Revenue Services.

The Royal Melbourne Hospital

THE ROYAL MELBOURNE HOSPITAL

The Royal Melbourne Hospital (RMH) began in 1848 as Victoria's first public hospital. And while we only had 10 beds to our name, we had the community of Melbourne behind us, and we were ready to provide the best possible care for those in need.

Since those early years, we've moved forward with purpose. Always at the forefront, leading the way on improving the quality of life for all.

Today the RMH is one of the largest health providers in the state, providing a comprehensive range of specialist medical, surgical, and mental health services; as well as rehabilitation, aged care, outpatient and community programs.

Our reputation for caring for all Melburnians is as essential to who we are as any scientific breakthrough we make. We're here when it matters most, and we'll continue to be the first to speak out for our diverse community's wellbeing.

OUR VISION

Advancing health for everyone, every day.

THE MELBOURNE WAY

At The RMH we're inspired by our vision of Advancing health for everyone, every day. While we're each going about our different roles, we're united by a shared understanding of the way we do things around here. We call it The Melbourne Way. We put people first — leading with kindness and working together, we excel as one Royal Melbourne Hospital.

People First

People are at the heart of everything we do. We take the time to understand how we can make the most positive difference for them.

Lead with Kindness

Our care and compassion sets us apart. We lead the way with a respectful, inclusive spirit — embracing the things that make us all unique.

Excellence Together

True excellence is only possible when we work as one Royal Melbourne Hospital community. Through collaboration, we set the highest of standards and achieve our goals.

Together 2035 - Our 10 year ambition positions the organisation to have a meaningful impact. Acknowledging the need for ability, adaptability and failing fast, it is assumed throughout this strategy cycle that nothing will stay stagnant. We will continuously strive fro excellence in health - through data insights, the latest research, responding to community sentiment, and global trends and importantly the views, needs and feedback of patients, consumers, carers and community.

Strategic Pillars
Redesigning Together - We are redesigning world-class care
Thriving Together - We are thriving through inspiration & curiosity
Innovating Together - We are leading research excellence for clinical impact

Strategic Drivers
Systems Thinking
Digital Intelligence
Performance & Sustainability

KEY ACCOUNTABILITIES

1. Team Leadership

- Provide day-to-day leadership, supervision and support to the Cashier Team
- Coordinate workloads and allocate resources to ensure operational priorities and service standards are met
- Support performance review and development processes for Cashier Team staff
- Identify opportunities to improve team capability, engagement and service delivery outcomes
- Leads by example, promotes a positive, respectful and accountable team culture by leading with approachability, professionalism and fairness
- Builds positive working relationships, encourages open communication and supports staff to perform at their best, while setting clear expectations, providing constructive feedback and addressing performance concerns consistently and respectfully
- Host weekly Cashier huddles
- Allocates daily work tasks across the Cashier Team in consultation with the Operations Manager
- Conduct periodic portfolio reviews to ensure staff workloads are evenly distributed
- Support the implementation of organisational and departmental change initiatives
- Produce and distribute cashier team rosters
- Provide on-the-job guidance and support to staff on cashiering processes
- Assist in onboarding and training of new staff
- Escalate performance, conduct or resourcing concerns to the Operations Manager
- Monitor team performance against agreed KPIs and service level expectations
- Ensure unallocated deposits are minimised and actioned weekly across the team

2. Reconciliation

- Daily monitoring and reconciliation of hospital bank accounts, including identifying, investigating and resolving discrepancies
- Review reconciliation processes to ensure compliance with internal control requirements
- Identify and escalate reconciliation risks, trends or control weaknesses to management
- Support internal and external audit activities relating to banking and reconciliation functions
- Provide monthly cash and cheque, credit card, Eftpos, and Petty Cash reconciliations
- Provide all department monthly KPI reconciliations
- Conduct monthly petty cash audits across RMH

3. Banking Transactions

- Prepare and update daily bank list
- Ensure all banking transactions are processed in accordance with RMH financial policies and delegated authorities
- Monitor outstanding or unidentified deposits and coordinate timely resolution
- Prompt investigation and resolution of queries
- Process cash/cheque/EFTPOS payments received into various billing sub-systems as required

4. Reporting and Analysis

- Prepare and present reports and dashboards on banking data, reconciliations, unallocated deposits and other key metrics
- Monitor trends relating to receipts, banking reconciliations and unallocated deposits
- Provide detailed financial and operational commentary on variances and trends
- Recommend operational improvements based on reporting insights and stakeholder feedback

5. Teamwork and Collaboration

- Establish and maintain excellent relationships with all stakeholders (including patients, clinical teams, insurance groups, and other relevant staff)
- Work collaboratively with other Revenue Services workstreams (Billing, Collections, Patient Liaison and Systems and Automation)
- Collaborate with Financial Accounting, Procurement, Pharmacy, PPV, Medical Imaging and other departments to resolve reconciliation issues and respond to enquiries

6. Process Improvement

- Continuously challenge and improve current and legacy processes
- Collaborate with management and key stakeholders in Revenue Services projects
- Share best practice with other members of the Revenue Services team and support standardised processes and procedures

7. Other Duties

- Assist with End of Month duties
- Review and coordinate requests for refunds and present to Operations Manager and General Manager for approval
- Provide exceptional customer service to patients while processing payments efficiently and accurately
- Cashier booth coverage as required
- Any other tasks as directed by Management

8. Safety, Wellbeing and Professional Responsibilities

- Take reasonable care for your safety and wellbeing and that of others
- Work in your scope of practice and seek help where required
- Work in partnership with all relevant internal and external stakeholders
- Work collaboratively with colleagues across all RMH teams
- Continue to learn through mandatory training and other learning activities
- Seek feedback on your work including participation in annual performance discussion
- Speak up for safety, our values and wellbeing
- Prioritise wellbeing and ensure safe work practices are developed and adhered to in their area
- Respect that the RMH is a smoke-free environment
- Contribute to organisation-wide and service/division initiatives and planning activities
- Support a psychologically safe work environment where everyone feels safe to speak up

KEY RELATIONSHIPS

Internal

- Cashier Team
- Finance
- Operations Manager – Revenue Services
- Revenue Manager
- Operations Manager – Patient Liaison and Private Practice Governance
- Revenue Systems Manager
- General Manager Revenue Services
- Revenue Services staff
- Diagnostic Imaging
- Public Pathology Victoria
- Research
- Legal
- Clinicians and all other hospital staff

External

- Patients and Families
- Private Health Insurers
- Work Safe Agents
- Department of Veteran Affairs (DVA)
- Third-Party Service Providers
- Banking partners

KEY SELECTION CRITERIA

Formal Qualifications:

- A combination of relevant experience/or a tertiary qualification in Accounting, Business or Finance

Essential:

- Positive, enthusiastic, can-do attitude
- Advanced Microsoft Excel skills
- Demonstrated experience leading, supervising or coordinating staff in a high-volume operational environment
- Demonstrated experience managing competing priorities and operational deadlines
- Demonstrated experience preparing large and complex reconciliations
- Experience in receipting and or billing
- Excellent customer service skills
- Ability to work autonomously and part of a team
- High level interpersonal and communication skills, both written and verbal, including a proven capacity to build and maintain effective and productive relationships with a wide range of internal and external groups
- An ability to deliver a responsive and efficient service that is flexible to the needs of key stakeholders
- Attention to detail and data integrity
- Excellent problem-solving skills with the desire to investigate and fix errors
- Excellent organisational and time management skills
- Ability to meet competing and tight deadlines
- Ability to manage a high-pressure, high-volume environment with ease
- Proven experience using initiative and being proactive
- Demonstrated understanding of accounting and finance standards and processes
- Demonstrated ability to work accurately and effectively in a busy team environment
- Demonstrated commitment to continued improvements and change
- Excellent computer skills, particularly in Excel (also Word, Office 365)
- Commitment to live the Melbourne Way
- Mandatory Working with Children's Check and Police Check and Immunisation Assessment

Desirable:

- Studying towards, or completed an Accounting, Business or Finance related or like qualification
- Previous experience working in a similar role
- Previous experience working in a Healthcare setting
- Knowledge of Private Health Insurance, Compensable and Medicare Ineligible funding requirements
- Knowledge of patient billing and receipting practices
- Knowledge of Health based software packages (iPM, EPIC, PBRC, Merlin, Auslab, Tri-soft, FMIS/Oracle)
- Experience developing, maintaining or analysing performance dashboards using Power BI or similar business intelligence platforms

KEY PERFORMANCE INDICATORS

Your performance will be measured through your successful:

- Achievement of portfolio specific KPI targets
- Engagement and subsequent achievements in Revenue Service initiatives
- Participate in continuous improvement initiatives, including always seeking best practice
- Daily distribution of Bank Transactional data to relevant stakeholders
- Maintain unallocated deposits at less than 10% of total receipts
- Daily reconciliation of Bank deposits and system transactions
- Reduction in aged unallocated deposits year on year
- Resolution of reconciliation discrepancies within agreed timeframes
- Compliance with all banking, cash handling and internal control requirements
- Active contribution to Revenue Services transformation and digital initiatives
- Effective completion of monthly KPIs and reconciliations
- Monthly petty cash reconciliation and audit
- Demonstration of RMH values
- Participation in and satisfactory feedback through the annual performance review process
- Ability to maintain a safe working environment and ensure compliance with legislative requirements

AT THE RMH WE:

- Aim to provide a working environment that is safe and without risk to the health, safety and wellbeing of all employees, patients and consumers, and visitors.
- Speak up for patient, consumer, colleague and visitor safety, escalating issues if required.
- Deliver Safe, Timely, Equitable, Person-centred Care (STEP) in line with our clinical governance framework.
- Work in accordance with relevant policies, procedures, standards and legislation including those related to clinical or competency requirements, risk management, discrimination, equal opportunity and health safety and wellbeing.

OUR COMMITMENT:

- **Equity, Inclusion, Belonging and Safety**
  - As a leader in healthcare, we recognise the need to foster a culture of equity, inclusion, and belonging — safe spaces where every individual is empowered to be their authentic self, contributing meaningfully to the collective well-being of our community.
- **First Nations Commitment**
  - We acknowledge and pay our respects to the Traditional Owners of the lands on which we work and stand in solidarity with Aboriginal and Torres Strait Islander peoples. We are committed to creating a culturally safe environment that honours First Nations voices, knowledge, and self-determination through inclusive governance, respectful policies, and a steadfast commitment to anti-racism. The Royal Melbourne aspires to lead by example in addressing the injustices of colonisation and its ongoing impacts.
- **Child Safe Standards**
  - RMH is a child safe organisation. We are dedicated to fostering an environment that respects and upholds the rights of children and young people, in line with the Child Safe Standards. We actively embed these standards in our culture, policies, and practices, ensuring that the safety and wellbeing of children and young people is a central priority.
- **Equal Opportunity and Accessibility**
  - We are proud to be an equal opportunity employer that champions diversity in all its forms. We value the strengths and perspectives that come from people of all backgrounds, identities, abilities, and lived experiences. We encourage applicants from all communities, and we will provide reasonable adjustments to support equitable participation.
- **Thriving Together**
  - Together, we are committed to fostering an environment where everyone feels respected, safe, and empowered to thrive.

ACCEPTANCE

I acknowledge and accept that this position description represents the duties, responsibilities and accountabilities that are expected of me in my employment in the position. I understand that The RMH reserves the right to modify position descriptions as required, however I will be consulted when this occurs.

Employee Signature

Employee Name (please print)

Date