

POSITION DESCRIPTION

Bundaberg Regional Council has a vision 'To Build Australia's best Regional Community'. This position description outlines the values that underpin this vision and an overview of the general duties and responsibilities required in this role.

Overview

Position Title:	Senior Revenue Recovery Officer	Industrial Instrument:	Bundaberg Regional Council Certified Agreement plus Queensland Local Government Industry Stream A Award
Position Number:	3075	Classification Level:	4
Employment Location:	Bundaberg Service Centre	Position Status:	Full-time
Department:	Organisational Services	Document Last Reviewed:	03/09/2020
Branch:	Financial Services	Job Dictionary:	Not required
Accountable To:	Revenue Supervisor		
Aim of Position:	The focus of this position is to provide administrative support to the Revenue Supervisor in the recovery of debt associated with overdue rates and charges.		

Council Values

Bundaberg Regional Council's culture is driven by the following values:



Key Responsibilities

- Provide high level of administrative support and effective communication to present a customer focused approach to people at all levels within Council and the public sector.
- Prepare internal reminder notices and liaise with Council's contractor to ensure project completion.
- Maintain the debt recovery actions to ensure Council's revenue associated debt is recovered in a timely, efficient and effective manner.
- Liaise with Council's Debt Recovery Specialists for action referred by Council and maintain the portal for currency and accuracy.
- Preparation of monthly statistical reports to illustrate the current level of Council's revenue-associated debt, and action any requests resulting from these reports.
- Prepare sale of land for rate arrears processes from inception to outcome and liaise with Council's legal team to ensure compliance with legislation.
- Ensure compliance with all legislative and statutory requirements.

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- Ensure completion of all correspondence pertaining to debt recovery and associated tasks to ensure compliance with Council's Customer Service Charter.
- Creating and maintaining procedures and policies that ensure timely processing and good governance.
- Monitoring debtor balances to ensure a reduction in debt to meet KPI outcomes.
- Regarding the Revenue Team, develop a team-orientated culture, a result driven focus, best practice performance standards, and quality customer service (internal and external).
- Lead, supervise and manage the performance of lower level staff and trainees, if required.
- Provide advice, guidance and assistance to other team members and internal customers where required.
- Engaging in ongoing educational opportunities to update job knowledge.
- Knowledge of role of departments within Council and/or service functions.

Position Requirements - Qualifications and Experience:

Mandatory:

- Demonstrated knowledge of, and experience in office administration support activities.
- Demonstrated ability to provide confidential, client focused high-quality administrative support.
- Demonstrated ability to build relationships with internal customers and stakeholders as well as external organisations.
- Demonstrated experience in work flows, prioritising tasks, meeting deadlines, and working with minimal supervision, while exercising appropriate judgment.
- Demonstrated time management principles that can be used to assist in managing outcomes within set guidelines.
- Demonstrated ability to work independently or in a team with the ability to be tactful, discrete and maintain confidentiality when dealing with matters of a sensitive nature.
- Demonstrated time management skills, organisational and problem-solving skills.
- Demonstrated high level interpersonal, oral and written communication skills, with the ability to consult, communicate and problem solve effectively with all levels of staff within a multi-disciplinary environment.
- Confidence to deal with a range of stakeholders.
- Demonstrated knowledge of, and experience in debt recovery activities

Desired:

- Demonstrated knowledge of, and experience in Council rating activities would be highly regarded.
- Demonstrated knowledge in the application of Council work practices, policies, procedures and guidelines.
- Certificate or diploma level qualifications relevant to the role would be highly regarded

Organisational Capabilities – Team Leader/Supervisor (Leading Others):

The capabilities for all roles are obtained from the Capability Framework which describes key behaviours required at all levels and roles across Council. There are four mandatory capabilities that are required in all roles – building relationships, customer focus, safety and professionalism and job requirements.

Building Relationships (mandatory)	Building relationships with teams and stakeholders: <ol style="list-style-type: none"> 1. Inspires and connects with the values, beliefs and interests of others 2. Effectively manages consultative processes in a group or forum 3. Fosters teamwork and rewards cooperative and collaborative behaviour, while resolving conflict using appropriate and respectful strategies 4. Recognises the positive benefits of diversity and capitalizes on these for the benefit of the organisation
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Customer Focus (mandatory)	Understands customer perspectives and works across boundaries: <ol style="list-style-type: none"> 1. Actively works to understand customers and stakeholders 2. Encourages a strong customer focus and builds understanding of customer perspectives within their team 3. Shows respect for customers and stakeholders
Safety and Professionalism (mandatory)	Champions and models safe, professional and ethical behaviour: <ol style="list-style-type: none"> 1. Manages safety issues and problems, resolves corrective actions and monitors to ensure compliance 2. Models ethical behaviour and consistently applies those ethical standards to self and others 3. Is consistent in words and actions 4. Is viewed as trustworthy, honourable and truthful, and respectful of the views of others 5. Able to understand, monitor and channel their own emotions in a positive way whilst staying true to self
Job Requirements (mandatory)	Applies business management skill: <ol style="list-style-type: none"> 1. Applies sound business management skills in corporate governance areas, such as financial, contract and project management
Cross-Organisational Thinking	Understands how their team's work aligns to Council's objectives: <ol style="list-style-type: none"> 1. Conveys the vision for their area in a compelling way 2. Able to describe their work, and the work of their team, contributes to organisational objectives 3. Considers wider organisational objectives when making decisions and performing work
Leading People	Inspires individual and team commitment to achieve results: <ol style="list-style-type: none"> 1. Motivates individuals and creates a climate in which people want to do their best 2. Regularly reviews performance and holds timely and frank discussions with all team members 3. Provides regular feedback and recognises team member contributions 4. Gives people the balance of autonomy and support they need to achieve outcomes 5. Builds a cohesive and supportive team environment
Developing People with a One Team Focus	Builds team capability: <ol style="list-style-type: none"> 1. Takes responsibility for team development 2. Uses development plans to address skills/knowledge gaps or to strengthen current capability 3. Identifies a broad range of development opportunities for team members 4. Develops staff for high performance through providing appropriate guidance and supporting them to resolve their own issues
Driving People's Performance	Manages team performance: <ol style="list-style-type: none"> 1. Breaks down projects into objectives and goals, and accurately scopes out length and difficulty of tasks 2. Organises the team to deliver the required program of work 3. Provides clear and accurate reporting of progress and performance
Managing Stakeholders	Manages internal and external relationships: <ol style="list-style-type: none"> 1. Written and verbal communication is clear and concise 2. Models open communication by actively and attentively listening to others 3. Seeks to understand the audience and adapt accordingly

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	<ol style="list-style-type: none"> Builds networks with peers and works collaboratively with others Reads situations quickly and sees conflicts as opportunities Can settle disputes equitably by finding common ground and gaining cooperation
Decision Making	Displays rigour in advice: <ol style="list-style-type: none"> Provides advice that is rigorously considered and supported by a clear rationale Looks beyond the obvious and persists with analysis and solutions Makes timely decisions
Making Improvements	Drives continuous improvement: <ol style="list-style-type: none"> Encourages creativity and innovation Identifies and implements improved ways of doing things
Progressing Change	Champions and implements change: <ol style="list-style-type: none"> Communicates the positive side of change for the team and organisation Assists the team to adapt to a changing environment Influences others

Organisational Accountabilities:

The organisational accountabilities are the expected standards of performance for all roles and levels in Council

Accountability	Action
1. Workplace Health and Safety	<ul style="list-style-type: none"> Actively participate and promote a health and safety culture that believes all incidents are avoidable and strives to create an environment free from injury or illness, and operate in accordance with Council's Health and Safety Duty Statement and associated safety policies/procedures.
2. Culture	<ul style="list-style-type: none"> Drive a positive and proactive customer service culture and demonstrate an active commitment to the culture, vision and values of Council. Comply with Council's Code of Conduct and all Council policies and procedures at all times.
3. Information Services and Technology	<ul style="list-style-type: none"> Protect and manage Council's information assets in accordance with legislative, policy and process requirements. Use Council's technology appropriately and with respect.
4. Disaster Management	<ul style="list-style-type: none"> Assist, support and participate in Council's response to a disaster event, including any exercises and/or any event where the Business Continuity Plan is activated.
5. Customer Service	<ul style="list-style-type: none"> Demonstrate a comprehensive understanding of the customers of Council, creating a culture of customer service excellence.
6. Financial Accountability and Governance	<ul style="list-style-type: none"> Models compliance with Council's procurement Policy. Delegations may be applicable to this position and are detailed in the Delegations Corporate Register. Legislative Sub-Delegations and authorisations may also be applicable.
7. Corporate record keeping	<ul style="list-style-type: none"> Ensure that full and accurate records are made for all business transactions conducted on behalf of Council and that all records are appropriately retained in accordance with Council's record keeping requirements.

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Immunisation Requirements

No immunisation requirements.

Acknowledgment

I hereby agree to abide by Council values, policies and the Local Government Act and that this position description clearly outlines the overall responsibilities, physical requirements (through the relevant Job Dictionary) and duties that are to be carried out as part of this role of which I agree to perform at the best of my abilities. I also understand that the position requirements represent the minimum requirements to perform the duties at the current level.

Signature of Employee	
Print Name	
Date	/ /

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