

# Information Package

## Coordinator Rating



**APPLICATIONS CLOSE: Tuesday 9 April 2024**

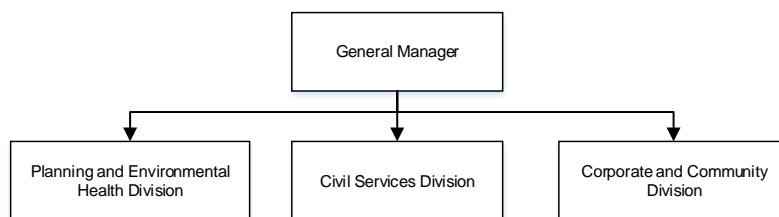
### Position Overview

Reporting to Council's Manager Financial Services, this position will lead and motivate a team to deliver quality rating and water billing services and projects consistent with Council's vision and objectives. The position will coordinate the timely levy and collection of Council rates and water billing charges with a focus on providing quality customer service to our community.

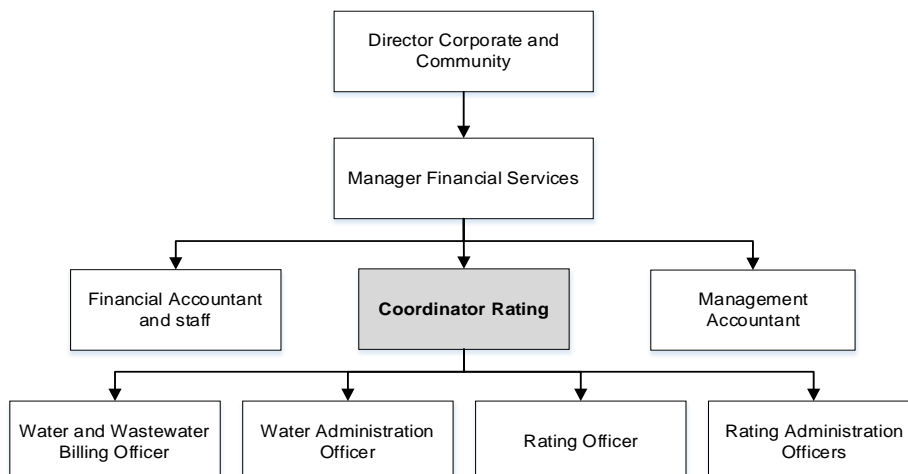
The position will also provide a high level of support to the manager to ensure the section's goals and objectives are achieved.

### Structure

#### Corporate Structure



#### Section Structure



## Corporate Vision and Values

It is considered highly important that the vision and values of Council's employees align with that of Council. It is therefore paramount that the successful candidate for this position demonstrates qualities that will assist Council in achieving the following:

**Vision:** Ballina Shire is safe, with a connected community, a healthy environment and a thriving economy.

**Community Values:** Creative | Accessible | Respect | Energetic | Safe

## Pre-employment Assessments

Prior to being appointed to the position of Coordinator Rating, short-listed candidates will need to successfully complete the following pre-employment assessments:

- Pre-employment medical self assessment – the completion of Council's pre-employment medical self assessment form to assess overall health and well-being to determine suitability to the duties of the position. Council will then determine the requirement for a medical assessment undertaken by a general practitioner.
- Criminal History Check.
- Qualification verification check.

## Remuneration Package

Conditions of employment will be in accordance with the terms and conditions of the Local Government (State) Award. The position of Coordinator Rating is assessed at Band 3 Level 2 under Council's salary structure, and provides an annual salary range of \$83,400 to \$100,700 (plus superannuation), dependent upon experience, skills and qualifications.

In addition, Council employees have access to a range of other benefits including, educational assistance initiatives, health and wellbeing support (including Fitness Passport member options) and a very attractive training support program.

## Application Requirements

Applicants must submit documentation addressing the selection criteria for the position. The essential and desirable criteria for the position of Coordinator Rating are listed in the Position Description. Applications that do not address these criteria will not be considered. In addition, a resume with the following details needs to be provided:

- Relevant education and qualifications (interviewed candidates will need to produce original qualifications at time of interview)
- Relevant work experience
- Contact details of at least two professional referees, including your current employer.

## Submission of Application

Applications can be submitted online at **[ballina.nsw.gov.au/careers](https://ballina.nsw.gov.au/careers)**

## Recruitment Process

Council's recruitment process is conducted according to strict confidentiality and equal employment opportunity standards. It is Council's aim to complete the recruitment process and notify candidates of an outcome within four weeks of the closing date, however this timeframe can be extended due to unforeseen circumstances. As a guide, the expected timeframe for the recruitment process for Coordinator Rating is as follows:

Closing date:	Tuesday 9 April 2024
Interview date:	Week commencing 22 April 2024
Candidates notified of outcome:	Week commencing 29 April 2024

For further information on this recruitment process, please refer to Council's website or contact Council's People and Culture section on 02 6686 1443.

# Position Description

## Position Summary

<b>Position Title:</b>	Coordinator Rating
<b>Position Status:</b>	Permanent, full time
<b>Reports to:</b>	Manager Financial Services
<b>Location:</b>	Administration Building   40 Cherry Street, Ballina
<b>Applicable Grade:</b>	Band 3 Level 2

## Position Objective

- To coordinate and supervise the rating and revenue functions of Council.
- To ensure the timely levy and collection of Council rates and charges.
- To review and develop policy alternatives for Council on the assessment and collection of Council's income from rates, fees and charges and other income sources.
- To maintain a customer focussed environment.

## Organisational Relationships

<b>Within Division:</b>	Director Corporate and Community Manager Financial Services Rating staff Water and Wastewater Billing staff Corporate and Community staff
<b>Within Council:</b>	General Manager All Council employees
<b>External to Council:</b>	Members of the public Professional organisations Auditors Local businesses Community organisations Government officers

### Our Vision

Ballina Shire is safe, with a connected community, a healthy environment and a thriving economy.

### Our Community Values (CARES)

Creative \* Accessible \* Respect \* Energetic \* Safe \*

## Key Duties and Responsibilities

Key duties of the position include, but are not limited to, the following:

### Customer Service

- Provide professional and timely advice to management, staff and the public with respect to position related matters.
- Interpret and apply technical concepts and practices to resolve formal complaints, problems and explain policy.
- Promote a positive image for Council through efficient and effective responses to public enquiries at the counter, over the phone and on site concerning general enquiries.

### Application of Technical Skills

- Coordinate the rating and water and wastewater billing functions of Council, including debt recovery.
- Coordinate the accurate and timely delivery of quarterly rates and charges notices.
- Monitor Council's fees and charges and identify opportunities for additional revenue.
- Complete statutory returns and comply with legislative responsibilities.
- Support the preparation of Council's annual financial reports.
- Take responsibility as module owner for the Authority (Civica financial system) rating and water billing modules.
- Carry out any other tasks and responsibilities as may be required and assigned which would be based on the changing needs of the organisation, consistent with the employee's skills and abilities.

### Staff Supervision

- Coordinate the efficient operation of Council's revenue section to ensure work is carried out within time and budget constraints and in accordance with Council policies and procedures.
- Supervise and work with staff to ensure optimal gain, efficient work practices and that the appropriate documentation is completed.
- Assist in the development and promotion of team harmony and resolution of conflicts within the team.
- Monitor and identify any training and performance management requirements for section staff.

### Written Communication

- Respond to correspondence in accordance with Council's customer service and communication guidelines.
- Prepare clear and concise reports to Council and relevant governing bodies on issues as they relate to this position.
- Prepare material for use by the public that clearly and succinctly explains Council policies.
- Contribute to the development of Council policies that reflect the culture, values and objectives of the organisation.

### Financial Management

- Ensure works are undertaken and finances are managed within specified budgets.
- Ensure works are undertaken in compliance with designated resource allocation.
- Manage the gateway payment systems.

### Work Health and Safety

- Monitor the practical application of Work Health and Safety in the daily work of staff.
- Ensure that all work is carried out in accordance with Council's safe work procedures and work health and safety policies.

### Teamwork

- Participate as a positive team member and contribute to the achievement of organisation values, goals and objectives.

### Continual Improvement

- Contribute to process, systems and procedures improvements that deliver quality services and projects.

## Key Outcomes and Performance Standards

The below key outcomes and performance standards are required by all staff. They are to be demonstrated each and every year to enable eligibility for assessment of pay progression.

The performance standards must occur within the context of Council's community and work environment, including day to day operations, policies and procedures.

Key Outcome	Performance Standard
<i>Follow defined WHS procedures</i>	<ul style="list-style-type: none"> <li>• Workplace procedures and instructions for controlling risks are followed accurately.</li> <li>• Hazards in the work area are recognised and reported to the immediate supervisor.</li> <li>• Reports on accidents and incidents are provided to the immediate supervisor in accordance with Council requirements.</li> <li>• Assist others in the work team with implementing risk management policies and procedures.</li> </ul>
<i>Provide service to customers</i>	<ul style="list-style-type: none"> <li>• Handles requests for action or information using Council's protocol and procedures.</li> <li>• Responds accurately to verbal enquiries from the community about specific work area and functions.</li> <li>• Carries out all processes within the agreed Council timeframes.</li> </ul>
<i>Work effectively within and for Ballina Shire Council</i>	<ul style="list-style-type: none"> <li>• Duties are performed in accordance with Council administrative and people and culture policies such as timekeeping, information management, WHS and EEO.</li> <li>• Own work is monitored and improved, according to requirements for job quality, customer service.</li> <li>• Requests for assistance from other staff or the public are responded to promptly and appropriately.</li> <li>• Effectively contribute to change processes and other ideas in a constructive and productive way.</li> </ul>
<i>Work with others in Council</i>	<ul style="list-style-type: none"> <li>• Duties are undertaken in a manner that promotes cooperation and good relationships within Council.</li> <li>• Work information is shared with co-workers to ensure designated work goals are met.</li> <li>• Communication with others is conducted in a clear and concise manner and focused on the best way to achieve work objectives.</li> <li>• The principles and intent of Equal Employment Opportunity (EEO) are observed and implemented.</li> </ul>
<i>Communicate effectively in the workplace</i>	<ul style="list-style-type: none"> <li>• Participation with work group and other teams is supportive, efficient and effective, with the primary goal of helping achieve Council's objectives.</li> <li>• Participation in work meetings is consistent with purpose of meeting and meeting conventions understood and observed.</li> <li>• Information, instructions and decisions are understood and adhered to.</li> <li>• Provide concise, relevant work information in response to supervisor requests within designated timeframes.</li> </ul>
<i>Follow defined ethical guidelines from Council, including its Code of Conduct and uphold Council values</i>	<ul style="list-style-type: none"> <li>• Understanding and day to day implementation of Council's Code of Conduct and Public Interest Disclosures Act.</li> <li>• Any potential conflicts of interest are reported immediately to the relevant Council officer.</li> <li>• Support is given to other staff who may wish to report any potential conflicts of interest.</li> <li>• Understand and comply with Fraud and Corruption Policy and Plan.</li> </ul>

## Selection Criteria

Following are the essential and desirable criteria for the position.

### Essential

Applicants must meet the following criteria:

- Behaviour that positively demonstrates Council's values of: creative, accessible, respect, energetic and safe.
- Qualifications in a related field.
- Demonstrated sound experience in Local Government rating with an understanding of rating and property legislation.
- Demonstrated experience in staff supervision with the ability to manage and lead a team.
- Demonstrated well developed communication skills, both oral and written, including the ability to prepare reports.
- Proven experience in the provision of quality customer service.
- Demonstrated computer literacy with experience in the use of various software and the Microsoft Office suite, with a high level of competency using Excel.
- Class C driver licence.
- Knowledge and understanding of work health and safety and equal employment opportunity and an ability to apply them to work practices.

### Desirable

The following criteria are considered important and demonstrated capacity to satisfy them will be highly regarded:

- Knowledge and application of auditing and quality assurance processes.
- Experience in process improvement and change management processes.