

Role Description

Team Leader Water Billing



Title	Team Leader Water Billing
Classification/Grade/Band	Band 3 Level 3
Directorate/Unit/Section	Corporate Services / Finance / Financial Operations
Reports to	Section Manager Financial Operations

Vision

A vibrant organisation doing great things.

Purpose

To provide valuable services that strengthens and supports the Central Coast Community.

Values

Decisions, actions and behaviours are governed by our Corporate Values; Serve, Collaborate, Improve, Be Your Best, Be Safe and Be Positive. All employees have a responsibility to uphold and champion these values.

Primary Role Statement

In assisting to drive the overarching vision and purpose, the role of Team Leader Water Billing is to oversee the day-to-day work and functioning of the team undertaking operational work or service provision, and to collaborate with others to complete the programs and projects of the section. This will be achieved through leading a team of Finance Officers.

The Team Leader Water Billing is required to engage with employees, providing quality customer service and creating value for the community.

Key Duties and Responsibilities

- Management of water and sewer volumetric charges – not limited to Water usage, Sewer usage, Trade Waste usage;



- Coordinate Council's Water Billing management and Trade Waste Billing from "end to end", ie inception and issuance to payment including directing the strategic planning, design, implementation, maintenance, statutory compliance and reporting, communication and administration activities in accordance with the relevant legislation and regulations and Council resolutions;
- Resolve ratepayers and other stakeholder enquiries and complaints in accordance with approved organisational standards;
- Lead and manage operational objectives and work plans and delegate assignment to team members to ensure desired outcomes are met;
- Assist preparation of monthly management reporting and financial statements in accordance with legislation, regulations, Local Government Codes, professional standards and organisational policies;
- Ensure Council's system of internal controls is systematically reviewed to determine adequacy of controls to meet the internal control objectives of reliable information, safeguarding of assets and records and prevention of inefficiency;
- Authorise expenditure and budget in accordance with the position delegation including monitoring budgetary spending associated with Councils Meter Reader contract;
- Perform any other duties, tasks or projects the employer may assign, having regard to the incumbent's skills, training and experience.

Authority and Accountability

- Take care of your own health and safety and that of others. Comply with any reasonable instructions and apply Council's Safe Systems of Work consistent with the Responsibilities, Authorities and Accountabilities of your role;
- Policy and procedures are readily available but the Team Leader Water Billing is required to choose the appropriate processes. Unusual problems may be referred for clarity of policy or direction;
- Decisions affect the work and activities of others within the section or from a specific project team;



- The work of the Team Leader Water Billing influences the external environment by ensuring services are consistent with Council standards;
- The Team Leader Water Billing complies with operational requirements in cooperation with or under the supervision of other employees. Other employees or members of the public may be affected by the employee's acts or omissions;
- Identifies requirements as an input to budget development;
- Monitor budgetary spending within work area, against pre- determined targets. Weigh up options on a cost basis in order to make recommendations and continuously look for greater efficiency within work area.

Personal Attributes

- Give frank and honest feedback/ advice and seek to listen and understand when ideas are challenged;
- Set an example for others to follow and identify and explain ethical issues, and act to prevent and report illegal and inappropriate behavior;
- Demonstrate a high level of personal motivation, take opportunities to learn new skills, develop strengths and examine and reflect on own performance;
- Be responsive to the input of others and work to understand their perspectives.

Interpersonal Skills

- Actively listen and clearly explain complex concepts and arguments to individuals and groups;
- Take responsibility for delivering high quality customer-focused services;
- Identify opportunities to work collaboratively with other teams/ units to solve issues, develop better processes and approaches to work and share lessons learned;
- Identify and resolve issues with other staff and stakeholders and respond constructively to conflict and disagreements.



Business Enablers and Technical Skills

- Make sure team / unit understand expected goals, take responsibility for delivering on intended outcomes and acknowledge success;
- Ensure current work plans and activities support and are consistent with organisational change initiatives;
- Anticipate, identify and address issues and potential problems working towards sustainable solutions and outcomes;
- Ensure that actions of self and others are focused on achieving organisational outcomes;
- Take account of financial implications and return on investment when planning financial transactions;
- Identify ways to leverage the value of technology to achieve team/ unit outcomes, using the existing technology of the business;
- Be aware of procurement and contract management risks and actions to mitigate these;
- Evaluate progress and identify improvements for future projects.

Leadership / Management

- Provide timely feedback to staff and address and resolve performance issues that impact on team outcomes;
- Promote a sense of purpose by ensuring the team understands the performance outcomes and the strategic direction of the business;
- Monitor and communicate performance standards to desired outcomes;
- Provide guidance, coaching and engage staff in change process and recognise cultural barriers that undermine change.



QUALIFICATIONS

Essential

- Bachelor degree qualification in Accounting, Commerce or Business Administration or related field OR significant experience in a similar role, combined with ongoing professional development.

EXPERIENCE

- Significant experience in a revenue billing management role with experience managing a team operating in revenue processing, customer account maintenance;
- Demonstrated understanding of debt recovery issues related to billing operations;
- Understanding and demonstrated experience managing in a high regulated industry ensuring compliance with legislation whilst ensure efficient operations.
- Demonstrated understanding of accounting standards
- Well-developed performance improvement and consultation skills;
- Demonstrated leadership behaviours, including active communication with the team in regard to performance, business strategy, diversity, coaching and mentoring and change management;
- Demonstrated ability to build strong, credible relationships and influence, persuade or negotiate outcomes that are of benefit or add value, to all or part of the organisation;
- Proven ability to assess, interpret and judge information or situations, and formulate recommendations, provide specialist advice or deliver a service, based on the findings.

Key Relationships

Internal	External
Unit Managers / ELT	Members of the Public/residents/ratepayers
Section Managers/Team Leaders	Commercial/industrial/development representatives (e.g. Vendors, builders, clients)
Other Council employees (not including direct reports)	Consultants, solicitors and other professionals
	State and Federal Government Agencies
	Local Business



