**Position Description**

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| **Position title:** | **Rates Valuation Officer** |
| **Work location:** | City Administration Centre, 12 Stewart Avenue Newcastle West |
| **Directorate:** | Corporate Services |
| **Reports to:** | Rates Team Leader |
| **Direct reports:** | Nil |
| **Salary Point:** | SP10 |
| **Decision making:** | Level 6 Management Hierarchy  |
| **Date revised:** | April 2024 |

**Council Overview**

City of Newcastle employs over 1,200 staff and is responsible for a local government area of 187km. Newcastle is both the cultural and economic centre of the Hunter region. Our organisational structure consists of four directorates, each linked to the four themes of our Community Strategic Plan (CSP):

1. City Infrastructure
2. Corporate Services
3. Creative and Community Services
4. Planning and Environment

The Finance Property and Performance Service Unit is part of Corporate Services Directorate and this role reports to the Rates Team Leader.

**What’s it like working at the City of Newcastle?**

We are focused on making a difference in our community and achieving our vision of***creating a liveable, sustainable, inclusive global city***. We are proud to deliver services valued by our community. People come first at the City of Newcastle, which means providing employees with meaningful work and capacity for work life balance. As a large local organisation, the City of Newcastle offers its employees the opportunity to develop in their current role, grow into future opportunities and reach their full potential.

Our organisation’s values are **Cooperation, Respect, Excellence and Wellbeing** which are underpinned by our behaviours of courage, trust and pride. Together, our values and behaviours support our decision making as well as our day-to-day interactions.

We value diversity of thought, and we focus on equity in the workplace. We are committed to creating an inclusive workplace culture where everyone feels respected, safe, and valued so they can be themselves and fully contribute their opinions and perspectives to the success of the organisation.

**What’s the focus of this position?**

The primary focus of this position is to be accountable and responsible for the processes that enable the levying and maximising supplementary rate and charges income. This encompasses ordinary rates, special Rates, waste charges, stormwater charges and Hunter Catchment contributions.

Additionally, this position will provide operational support in the provision of managing stakeholder enquires and ensuring legislative requirements are being met regarding the valuation of properties and other rating issues.

**What you will be doing:**

* Maximising rate yield and ensuring the legitimacy and currency of CN’s rates database through timely processing of Supplementary Valuation Lists issued by Valuer General of NSW, and ensuring the rating of all subdivided land is effective from the date of registration of the subdivision plan.
* Preparation of accurate reconciliations of land valuations between TechnologyOne Property and Rating and the Valuer General.
* Timely adjustment of rates and charges on properties affected by new Deposited Plans and Strata Plans pending the receipt of new land values.
* Provision of technical support that supports the issuance of timely and accurate section 603 certificates.
* Provision of operational support to the Rates & Revenue Manager pertaining to matters including, but not limited to, rate exemptions, category changes, farmland rating, postponement of rates and mixed development apportionment factors.
* Represent the Rates team as the primary contact in resolving GIS related matters affecting rates and charges.
* Ensure eligibility for valuation allowances and stormwater charge liability is verified.
* Assume accountability for the accuracy of all supplementary rates and charges notices.
* Respond to complex correspondence regarding rating and valuation matters.
* Ensure adherence with legislation and internal policies via solid research, interpretation and administration practices.
* Completion of statutory reporting as required.
* Assist in the tri-yearly Valuer General land revaluation process.
* Maintain a register on non-rateable property and amended on objection adjustments.
* Successfully communicate information in a courteous, efficient manner, which enhances CN’s image in the community.
* Provision of operational and administration support across the Rates team pertaining to matters including, but not limited to, notices of transfer, change of addresses, pension rebate applications, direct debits and refunds.
* Any other accountabilities or duties as directed by the Manager which are within the employee’s skill, competence, and training.

**The essentials you’ll need:**

* Tertiary qualification in accounting or related discipline and/or relevant experience.
* Sound knowledge of legislation pertaining to local government rating, particularly those provisions relating to valuations and rating categories.
* Extensive experience in a rating environment.
* Strong time management skills with the ability to prioritise multiple and simultaneous tasks.
* Well-developed interpersonal, written and oral communication skills dealing with both internal and external customers.
* Demonstrated experience using software systems including a solid working knowledge of Excel and Word.
* Excellent plan and map interpretation skills.
* Well-developed negotiation and problem-solving skills

**Other valuable skills you may have:**

* Experience with and knowledge of TechnologyOne Corporate Applications e.g. Request Management, ECM, Corporate Enterprise Suite, Property and Rating, and Enterprise Cash Receipting.
* Experience and knowledge of Council’s operations and relevant Government Departments.

**We’ll encourage you along the way**

We will partner with you to support your performance and ongoing development to ensure you are fully prepared for future challenges as this position and our organisation adapts and evolves.

 *I acknowledge that I have read and understood the requirements and responsibilities of this position as detailed in the Position Description (PD) and have discussed the PD with my Manager.*

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| **Employee Name:** |  |
| **Employee Signature:** |  |
| **Date:** |  |