

## POSITION DETAILS

<b>Position Title:</b>	Senior Rates and Revenue Officer	<b>Position Grade:</b>	10
<b>Department/ Directorate:</b>	Corporate Services	<b>Position Status / Hours per Week:</b>	Full Time / 35

## PRIMARY PURPOSE OF THE POSITION

- Provide guidance to Council staff on day to day rating and revenue related matters.
- Responsible for Council's debt notification and recovery functions that provide effective management and collection of debt while maintaining an appropriate customer and community focus in accordance with Council's policy, procedures, and practices.
- Responsible for the preparation and reporting of bad and doubtful debt information, bad debt write-offs and Sale of Land for unpaid rates.
- Assist in levying and collect rating and sundry debt revenue in accordance with Council's Operational Plan and Policies that fund Council operations.
- Manage the supplementary rating process and ensure that all supplementary valuations are processed in a timely manner.
- Perform regular reconciliations of the subsidiary ledger to the general ledger and action any reconciling items.
- Monitor the accuracy and timeliness of all rates related changes including but not limited to: change in category and rateability; the issuing of 603 certificates; refunds; Council owned properties; pensioner rebates; notice of sale; direct debits; s600 rebates.
- Responsible for Pensioner Subsidy Claim management
- Preparation of the Annual Rates & Charges, quarterly instalment, and reminder notices.
- Prepare standard operating procedures in a readily accessible format and ensure all staff are aware and comply with all relevant Council policies and procedures.
- Assist with system upgrades and/or business improvement projects involving rates and revenue.

## SELECTION CRITERIA

### Education / Qualifications

- Tertiary qualifications in a field relevant to the position function, or extensive relevant experience in a related field.

### Experience/Specific skills

- Demonstrated experience in local government rating and knowledge of rating provisions in Local Government and related relevant Acts.
- Demonstrated experience with managing debtors with a thorough understanding of debt recovery proceedings.
- Experience in processing and reconciling supplementary valuations, accounting for changes according to legislated provisions to ensure compliance with permissible income requirements.
- Excellent written and oral communication skills.
- High level of analytical skills with demonstrated experience in being a proficient user of Microsoft Excel

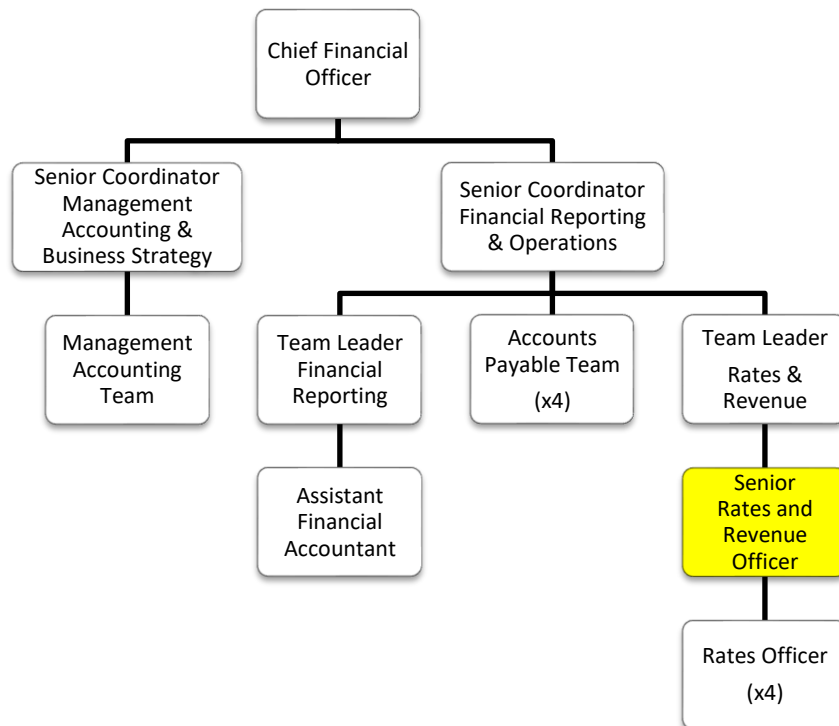
### Personal Attributes

- High level interpersonal and communication skills demonstrating influence and adaptability to differing environments and audiences
- Proven people management with leadership capabilities to nurture a team's development and cohesiveness
- Covid-19 Vaccinated

### Desirable Qualifications, Experience and/or Skills

- Experience with Technology One Property and Rating
- Advanced Excel skills
- Bi-lingual language skills desirable

## ORGANISATIONAL CHART



## SERVICE ACCOUNTABILITIES – Contributes to

The statements below indicate how the duties and responsibilities of this position contribute to the wider activities carried out by the Corporate Services Directorate of the organisation.

- Rates Management
- Revenue Management

## CORPORATE ACCOUNTABILITIES

The statements below indicate the relevant organisational “Accountabilities” that the position holder is required to observe.

1	To comply with legislative requirements
3	To adhere to Council plans, policies, procedures and Code of Conduct
4	To understand, adhere and promote all WHS policies and procedures
5	To understand, adhere and promote Council's EEO policies and procedures.
7	To understand and respond to the needs of our customers in accordance with the Customer Service Charter
8	To deliver your accountabilities and meet your project milestones, performance targets and service levels as required within your job plan
12	To actively document all policies, procedures, projects and activities (as required)
13	To actively share information and knowledge on issues, training and better practice to relevant staff
14	To identify and initiate improvements of business systems to maximise service delivery
15	To identify and initiate improvements of processes to maximise service delivery
16	To deliver all project deliverables through PM CoR methodology
17	To identify and minimise exposure to risk
18	To actively work toward delivering City of Ryde's Leadership Model.
19	To manage people to realise their individual and team potential
20	To be involved in or provide feedback on corporate initiatives
21	To positively and proactively work with others across the organisation to deliver the outcomes
24	To recognise and reward results
25	To model Council's values
26	To create and contribute to a positive work environment within my team, my Unit and the workplace.
28	To undertake relevant training to improve performance of the individual, organisation and meet mandatory requirements

## WORK HEALTH AND SAFETY RESPONSIBILITIES

You are required to perform your duties in accordance with this Position Description, City of Ryde Code of Conduct, policies procedures and instructions, where appropriate. You are also responsible for the following:

### Work Health and Safety

- Follow safe practices/procedures to perform your duties in a manner, so as not to put yourself or others at risk of harm;
- Participate in development of safe work methods and risk assessments with your Supervisor when required;
- Actively participate in WHS inductions and training when required;
- Wear Personal Protective Equipment (PPE) in the prescribed manner and when specified;
- Participate in workplace inspections if required;
- Take care of any plant or equipment of any kind, including computer and other telecommunication devices;
- Participate in emergency preparedness training, including any required knowledge for business continuity plans;
- Report all hazards, near misses and damage to City of Ryde property to your Supervisor.

**Certificates of Competency / Licences**

- Where required for the position, either by legislation or through City of Ryde policies and procedures, maintain all certificates, licences, operative training etc, and advise Supervisors of any change to these, including vehicle licences.

**Injury Management**

- Report all injuries/illnesses to your Supervisor immediately;
- If injured at work, actively cooperate and participate to comply with obligations imposed under injury management and return-to-work plans where applicable.

**Risk Management**

- Report any potential public liability and professional indemnity exposures in your workplace to your Supervisor.

**OUR VALUES**

All employees at City of Ryde are to observe our values which are:

**Safety**

We are committed to preventing injury to ourselves, our team and our community.

**Teamwork**

We work together with respect and support.

**Ethics**

We are honest, responsible and accountable for our actions.

**Professionalism**

We deliver effective services to the community with consistent decision-making.

**DELEGATIONS**

Please note that this position holds delegations pursuant to section 378 of the Local Government Act. A copy of the current delegations from the General Manager is to be reviewed and signed by the employee on commencement.

**DESIGNATED POSITION**

Please note that this position has been identified as a designated position in accordance with section 4.8 of the Model Code of Conduct for Local Councils in NSW. As a result, in accordance with Section 421 of the Model Code, a completed Disclosure of Interest Return form must be submitted within three months of appointment. Annual Disclosure of Interest Returns are also required to be completed by 30 September each year.

Employee's Name	
Employee's Signature:	
Date:	