

POSITION DETAILS

Position Title:	Team Leader Rates & Revenue	Position Grade:	12
Department/ Directorate:	Corporate Services	Position Status / Hours per Week:	Full Time / 35

PRIMARY PURPOSE OF THE POSITION

- Lead the Rates and Revenue team, providing guidance to staff on rating and revenue related matters.
- Understand and interpret relevant legislation, and ensure correct application to optimise rates income and an equitable distribution of the levy in accordance with Council policy.
- Levy and collect rating revenue in accordance with Council's Operational Plan and Policies that fund Council operations.
- Ensure that sundry debtors are raised and collected in accordance with Council's policies.
- Ensure that the annual permissible income working papers and calculation (for inclusion in Council's Financial Statements) are provided as required.
- Manage the supplementary rating process and ensure that all supplementary valuations are processed in a timely manner.
- Monitor overdue rates and charges ensuring that Council's ratio of arrears to receivable remains below the industry standard of 5% including the management of Council's debt recovery proceedings.
- To provide valuation and rates modelling reports as requested by management.
- Ensure customer service requests and incoming correspondence are completed within the established service standards.
- 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.
- Preparation of the Annual Rates & Charges notices and quarterly instalment 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.

SELECTION CRITERIA

Education / Qualifications

- Tertiary Qualifications in a related field.

Experience/Specific skills

- Demonstrated experience in local government rating including the levying of annual rates 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

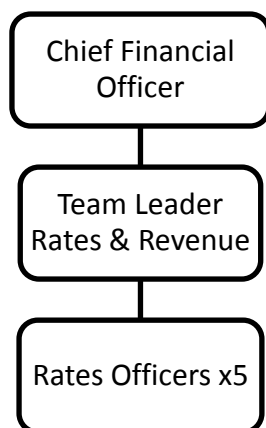
- High level interpersonal and communication skills demonstrating influence and adaptability to differing environments and audiences.

Proven people management with leadership capabilities to nurture a team's development and cohesiveness

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

CORPORATE ACCOUNTABILITIES

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 441 of the Local Government Act. As a result, in accordance with Section 449, 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:	