



POSITION DESCRIPTION

Position Title	Rates Specialist	
Directorate	Corporate	
Service Area	Finance	
Responsible to	Rates Manager	
Position Supervises	0	
Position No.	IW1228	
Status	Permanent full-time position based on a 35-hour week	
Hours	35	
Salary Point	46-61	Band/Level: Band 3 Level 2
Motor vehicle	N/A	
Pre-employment checks Legislative requirements	X Police Check	
Date reviewed: April 2022		Reviewed by: Chief Finance Officer

POSITION PURPOSE

The position has a high level of interaction across the Council and involves extensive collaboration and coordination. This is both a strategic and 'hands-on' role.

Reporting to the Rates Manager, the primary purpose of this role is to provide strategic and operational support and advice to Council on all rating requirements for the organisation. This is both a strategic and 'hands-on' role that requires someone with extensive technical knowledge and expertise of Rates function combined with a strong customer service focus to improve the internal and external customer experience.

The Rates Specialist will be responsible for evaluation and continuous improvement of systems, policies and procedures, ensuring best and timely compliance with Office of Local Government requirements and guidelines.

This position will be also responsible for the integrity and operation of the Rating system, working closely with the Rates team and internal stakeholders including Legal, Finance and ICT to ensure the system is being used accurately and efficiently, training staff where required and reporting and following up on system issues.

SELECTION CRITERIA

Inner West Council is committed to the principles of Equal Employment Opportunity, Work Health and Safety, sustainability, continuous improvement and business excellence. The community is at the heart of the organisation and Council puts its values of integrity, respect, innovation, compassion and collaboration at the centre of everything we do. We are here to be of service to the community and make Inner West a great place to be. Employees are expected to demonstrate commitment to these values in performing their respective roles. In addition to these, the following criteria outline those that are relevant to this specific position.

Essential Criteria

- Degree in Accounting, Finance or similar, or an equivalent combination of knowledge and experience
- Substantial Rates experience and knowledge within a local government organisation
- Sound knowledge of Local Government Act and legislative and industry frameworks
- Strong interpersonal, communication and negotiation skills
- Experience in Project management, including ability to investigate, write/develop and implement new processes, procedures, systems, etc. in collaboration with other teams/stakeholders
- Ability to provide one-on-one or small group training
- High level analytical and problem-solving skills with capacity to foster innovative thinking
- Experience in writing and documenting new processes for all rating functions
- Understanding and commitment to equal employment opportunities, diversity, work health and safety, ethical practice and always acting with probity.
- Complete Understanding of Pensioner Subsidy Claim and Valuer General Valuation Updates
- Sound knowledge in producing and manipulate rating reports

- Experience in Debt Recovery
- Microsoft Office Applications

Desirable Criteria

- Experience in CiA Technology One Property & Rating System

RESPONSIBILITIES AND ACCOUNTABILITIES

- Identify, develop, communicate, implement, and review policies and procedures related to the Rates Team that support the organisation and reflect current industry and best practice
- Evaluation and continuous improvement of systems and processes
- Keep abreast of changes in regulatory and statutory rating requirements; make recommendations to management and implement changes within system, team, customer service
- Coordinate & deliver compliance reporting in a highly audited environment, including incorporation of Audit recommendations
- Managing Council's debt recovery process, including assessing hardship applications; external debt recover agency; and interpreting monthly ageing reports and making recommendations to Rates Manager/Senior Manager
- Identify and provide training needs for Rates staff and key stakeholders
- Monitor response times and content of CRM and ECM requests and take remedial action as needed
- Maintain up to date knowledge of rating issues and relevant legislation and represent Council on professional forums/network groups as appropriate
- Undertaking other duties as requested by Rates Manager
- Deputise for the Rates Manager as directed

Reporting

- Tracking and reporting on all Rates Hardship Applications by type (owner occupied, tenanted – between residential, commercial and business properties) and reporting on the number of ratepayer applications received, reviewed and presented for approval to evaluate their qualification for deferring their rates.
- Liaise with the Inner West Council Legal Unit for the creation/review of the Rates Hardship rules, policies and procedures.
- Ensuring that the rates account for qualified ratepayers is updated in a timely and accurate manner.
- Work collaboratively with internal experts to monitor and evaluate the operational efficiency and effectiveness of Rates processes and business solutions.
- Collaborate with and gain the commitment of key stakeholders and other influencers to successfully implement and communicate policies and procedures.
- Provide advice, support and expertise to assist management and the Rates team with the above as required.

Relationship management

- Lead and collaborate with all levels of staff and areas of Council.
- Identify, develop and maintain key internal relationships.
- Understand needs, opportunities and barriers as they relate to strategic change and business implementation.
- Communicate with integrity and help to build organisational trust.
- Model respectful behaviours including respect for cultural diversity and encourage staff to work together to generate creative and innovative ideas.
- Actively seek and implement feedback.
- Actively engage others in the Rates function and change implementation where required.

Organisational Leadership

- Serve as a functional specialist for the Rates function and any related projects.
- Develop and conduct Rates training, including manuals and mentoring
- Provide high level advice to managers
- Promote ongoing skill development and a learning culture
- Model positivity and innovation.
- Persevere in the face of challenges.

Project Team Leadership and Service Management

- Evaluate and monitor service provision and system usage to ensure relevant services provided are meeting standards, expectations and commitments
- Facilitate the ongoing and proactive development and implementation, review and maintenance of systems and procedures.
- Ensure that the Chief Finance Officer is promptly informed of any issue which may affect implantation, staff, the community and/or service delivery
- Support and ensure the timely and systematic advice and reporting to the Council, Executive as required.

KEY RELATIONSHIPS:

Internal: Rates and Finance Teams, Executive Team, Managers, all Council staff

External: Contractors/consultants, Ratepayers and Customers of Council.

WORK HEALTH AND SAFETY RESPONSIBILITY STATEMENT SPECIALIST/MAJOR PROJECT RESPONSIBILITIES

Specialist/Major project-based employees have the responsibility to ensure that they perform their duties in accordance with their job description, Council's policies, procedures and safe working practices and comply with Work Health & Safety legislation. They must also ensure employees and non-employees operating within their area of control comply with the Work Health and Safety legislation in performing their stated duties in accordance with Council policies, procedures and safe work practices. These responsibilities are performed by:

Responsibilities	Performance Measures
<ul style="list-style-type: none"> Ensuring all appropriate actions are taken to implement the Health and Safety policy, procedures to satisfy legislative requirements 	<ul style="list-style-type: none"> Evidence of promotion of, and conformance with, Council policies and procedures
<ul style="list-style-type: none"> Ensuring regular monitoring of Health and Safety performance in the area of their responsibility 	<ul style="list-style-type: none"> Conducting Workplace inspections, development of a hazard register, conducting Audits where appropriate. Analysis of accident/incident trends Regular team meetings Use of the hazard reporting process
<ul style="list-style-type: none"> Commitment to WH&S 	<ul style="list-style-type: none"> Visibly showing commitment to health and safety through participation in formal and informal discussions, workplace visits and hazard inspections etc
<ul style="list-style-type: none"> Undertaking accident/incident investigations 	<ul style="list-style-type: none"> Evidence of documented and signed accident investigation forms
<ul style="list-style-type: none"> Liaising with Health and Safety representatives in relation to workplace Health and Safety issues. 	<ul style="list-style-type: none"> Regular meetings with WH&S rep
<ul style="list-style-type: none"> Improving health and safety performance 	<ul style="list-style-type: none"> Initiating action based on audit, inspection results and feedback from staff
<ul style="list-style-type: none"> Undertaking regular inspections to assist in the identification of hazards 	<ul style="list-style-type: none"> Development of a schedule of inspections Completed inspections
<ul style="list-style-type: none"> Attending health and safety meetings 	<ul style="list-style-type: none"> Evidence of signed/ documented minutes
<ul style="list-style-type: none"> Providing new employees with Health and Safety induction training and specific job training where required 	<ul style="list-style-type: none"> Employee inductions complete Evaluation of induction by employees
<ul style="list-style-type: none"> Facilitating rehabilitation for injured employees 	<ul style="list-style-type: none"> Evidence of signed return to work programs Selected duties register
<ul style="list-style-type: none"> Ensuring employee awareness of Health and Safety management 	<ul style="list-style-type: none"> Regular documented meetings with staff

systems and specific workplace hazards	<ul style="list-style-type: none"> Conducting random inspections to ensure that correct WH&S procedures are being implemented by staff
<ul style="list-style-type: none"> Providing a clear definition, in writing, of all work procedures 	<ul style="list-style-type: none"> All work instructions are documented and provided to staff with explanation.
<ul style="list-style-type: none"> Developing health and safety procedures 	<ul style="list-style-type: none"> Development of specific procedures where required
<ul style="list-style-type: none"> Knowledge of WHS and related legislation 	<ul style="list-style-type: none"> Attendance at training sessions

Applicant Declaration

I have read and understood the position description for the **Rates Specialist** as detailed in this document.

Signature:

Date: / /