

POSITION DESCRIPTION	
Title:	Senior Rates Officer
Group:	Finance
Reports to:	Manager Financial Services
Grade:	18
Position Allowances:	Nil
Hours:	35hpw
Number of Direct Reports:	3
Number of Indirect Reports:	0
Vehicle:	No
Position Code:	60423
Pre-placement Medical:	Not required
National Police History Check:	Required
WWCC Check:	Not required
Date Developed:	23/7/09
Date Reviewed:	April 2022
Position Purpose	
Manage all aspects of the levying and collection of rates and charges in line with Council policy and rating legislation. Provide supervision and guidance to the Rates staff.	
Qualifications and Experience	
<i>(Minimum required/essential for success in the job)</i>	
<u>Essential:</u> <ul style="list-style-type: none"> • Appropriate tertiary qualifications or equivalent experience. • Detailed knowledge of the legislation and regulations affecting rating and valuations. • Demonstrated ability to manage and implement change. • Demonstrated high level interpersonal and customer service skills. • Demonstrated management skills and knowledge. • Excellent written and verbal communication skills. • Experience in using a quality management system or other business improvement initiatives. 	

- Ability to pass a National Police History Check.

Desirable:

- Demonstrated ability to apply rating legislation.
- Demonstrated experience managing rating system software.

Main Activities/Tasks

Council operates on the principle of existing to provide benefits for our Community, Councillors, Customers and the Council itself – we call these the 4C's. This position is required to do everything they can to identify, develop, resource, provide, support and measure benefits to the 4C's.

Provide supervision, coaching and guidance to staff.

Provide leadership by being visible and positive.

- Promote and develop teamwork and establish a team environment.

Ensure decision-making processes are appropriate;

- Ensure staff are involved appropriately in decision-making.
- Ensure staff are informed of the outcomes of the consultative arrangements.

Formally communicate decisions and all other relevant information to staff:

- Meet informally with staff and be available for comments and questions.
- Be available for staff.

Provide training and development opportunities for staff within budget.

Undertake annual performance reviews:

- Set annual performance goals in consultation with staff.
- Monitor staff performance against agreed goals.

Ensure the correct administration of the Local Government Act 1993 and Regulations with respect to rating.

Ensure compliance with legislative requirements in the calculation of Council's notional rating income.

Ensure that effects of land revaluations are analysed and rating structures are reviewed to provide a fair and equitable rating system.

Ensure the levy of council's rates and charges is efficient and complies with the legislation.

Ensure that all other legislative requirements with respect to rating are met.

Monitor changes to rating legislation and ensure these changes are implemented correctly and efficiently.

Provide projections of revenue and expenditure associated with rating policy options for inclusion in the annual budget.

Identify, develop and implement new and improved methods of service delivery within the Rates department, which result in continuous improvement.

Ensure policies applicable to rates are reviewed as necessary.

Ensure services provided to customers are continually updated and refined.

Monitor and review systems and procedures within the Rates department, and recommend changes as necessary.

Ensure that the Rates department has an efficient and effective complaint handling procedure and that inquiries are handled efficiently.

Provide accurate records and statistics to Council and Government authorities.

Approve legal action in respect to outstanding rates where necessary.

Where necessary serve legal notices/ documents for the recovery of rates, annual charges and sundry debtors.

Work Health & Safety

- Required to take reasonable care of self and others in the workplace
- Cooperate with all health and safety policies and procedures agreed to by management and staff
- Report any unsafe conditions that are identified
- Not bypass or misuse systems or equipment provided for WH&S purposes.
- Must participate in WH&S training as required and contribute to the identification of hazards and assessment of risks as required.

Accountability and Behaviours

- To ensure that they are accountable for their behaviours in the delivery of their duties noted in the position and other functions relating to their role.
- Follow Council policies and procedures.
- Work collaboratively within the team and across Council towards common goals.
- Develop and maintain positive and effective professional working relationships with community and customers.
- Contribute to a positive organisational culture.
- Continuous improvement – evaluate current activities and continuously look for ways to improve quality, effectiveness and efficiency.

Organisational Values

- Apply and demonstrate Council's Core Values of Collaboration, Accountability, Integrity, Respect and Sustainability.
- Apply and demonstrate the four principles that together form the focus of the organisation, namely the 4C's: Community, Councillors, Customer and Council.