

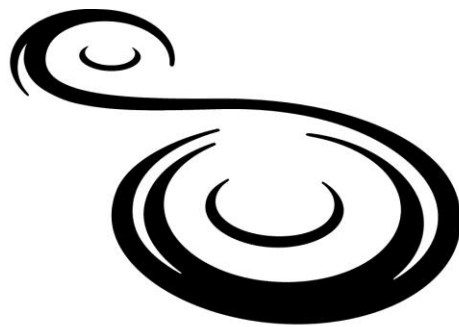


**Application Package for the position of**

## **RATES OFFICER**

Finance Department

with



**SomerseT**  
REGIONAL COUNCIL

- \* Position Description
- \* Selection Criteria
- \* Advertisement
- \* Job Application Guidelines

**Applications close at 5pm Friday, 7 June 2019.**



## Position Description

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<b>Title:</b>	<b>Rates Officer</b>
<b>Reports to:</b>	<b>Director Finance</b>
<b>Award:</b>	<b>Queensland Local Government Industry (Stream A) Award – State 2017</b> (as amended or replaced)
<b>Agreement:</b>	<b>Somerset Regional Council Certified Agreement - 2015</b> (as amended or replaced)
<b>Classification:</b>	<b>Level 3</b> Division 2 - Section 1_Administrative, Clerical, Technical, Professional, Community Service, Supervisory and Managerial Services
<b>Salary range:</b>	<b>\$61,188 to \$63,523 gross base rate per annum</b>

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### Position Objective:

The aim of this role is to:

- Assist the Senior Rates Officer develop and maintain Council's property database and rating operations, ensuring efficient and effective operation of the Rates Section.
- Contribute to the overall efficiency of the Finance Department, with a focus on Rating functions, by completing various financial functions and providing a full range of administrative support and assistance to ensure the efficient and effective functioning of the Department in order to enhance the performance of the Council and its operations.

### Position Requirements:

#### (a) Experience/Qualifications

- Diploma in Local Government Administration or similar (desirable) with relevant experience, or lesser formal qualifications with substantial years of relevant experience
- Minimum of two years experience in local government rating functions
- Employment experience in a commercial role in an externally audited organisation
- Previous experience in a revenue role including in contemporary credit management processes
- Proven experience in providing high-level administrative support in a customer-focused business environment, displaying a high degree of judgement, initiative and confidentiality
- Experience in a pragmatic and flexible working environment

#### (b) Knowledge

- Knowledge of Council operations, functions, policies, procedures and structure
- Knowledge of local government property and rating practices and principles
- Understanding of relevant legislation relating to rates including a general understanding of property law to ensure statutory requirements are met
- Developing knowledge of debt recovery procedures including legal action
- Knowledge of internal control practices generally
- Working knowledge of Civica Practical Plus or similar financial software
- High level knowledge in the use of databases and spreadsheets
- Working knowledge of statutory requirements relevant to the work area, in particular the Local Government Act and Workplace Health and Safety Act
- Knowledge of work procedures and policies relevant to the work area

#### (c) Skills

- Exceptional customer service skills for both internal and external customers
- High level effective interpersonal and communication skills with an ability to work effectively in a team environment



- Ability to plan, prioritise and organise work to achieve goals and meet deadlines including dealing with competing demands
- High level numeracy, literacy and data analysis skills using databases, spreadsheets and other tools
- High level skill using Microsoft Excel spreadsheets including the use of lookup tables
- High level of proficiency in the use of a range of computer applications and office equipment and the ability to learn and use new applications
- Well developed research, analytical and problem solving skills
- Ability to operate digital office equipment including computers, printers, photocopiers, facsimiles etc

(d) Other

- Current Open Queensland Drivers Licence – unrestricted (C Class)
- Ability to maintain a high level of professional confidentiality and discretion when working with private and/or sensitive information within the workplace and community
- The incumbent:
  - will be required to provide a National Police Certificate with the outcome to be acceptable to the Chief Executive Officer;
  - will be required to complete a pre-employment medical and functional capacity assessment with the outcome to be acceptable to the Chief Executive Officer;
  - may be required to work at different locations across the Somerset Regional Council area from time to time;
  - must maintain a high standard of personal appearance and dress appropriately for a professional office environment, wearing the corporate wardrobe where provided.

**Responsibilities:**

The key responsibilities may be modified from time to time to ensure that outcomes are coordinated within Council's Operational and Corporate Plans. Without limiting the above, the key responsibilities of the position holder shall include:

- Provide direct support to the Senior Rates Officer to manage Council's rating process in a timely and efficient manner ensuring the integrity of the process.
- Ensure the rates section both directly and in cooperation with other sections of Council contribute to the achievement of corporate and operational plan goals.
- Communicate directly both verbally and in written form with Council's internal and external customers through the various notification and administrative processes, ensuring timely, accurate, customer-focused responses are provided to rating enquiries.
- Undertake required rating functions in a timely and efficient manner in conjunction with other team members, including but not limited to:
  - Levying
  - Database maintenance
  - Handling customer queries
  - Collections
  - State Government Pensioner Rate Subsidy Scheme
  - Property valuations and adjustments
  - Registered plans
  - Returned mail
  - Agency receipting
  - Property searches
- Develop work practices and procedures in consultation with the Senior Rates Officer and Director Finance suggesting improvements to Council's rating system where possible
- Answer and satisfy general enquiries within the finance department.
- Perform any other duties that are reasonably within the competency, skills and training of incumbent as may be directed from time to time by Director Finance to ensure the overall efficiency of the department and other departments within the organisation.
- Maintain confidentiality of Council information obtained during the course of employment.
- Represent the Council to the public and members of other organisations in a positive manner.



- Actively participate in and contribute to a team orientated environment working co-operatively with colleagues and other Council sections.
- Take reasonable care of your own health and safety.
- Take reasonable care that your acts or omissions do not adversely affect the health and safety of others.
- Comply with any reasonable instructions provided by Somerset Regional Council to ensure work is conducted in accordance with the requirements of the Workplace Health and Safety Act, Regulations, Codes of Practice and Council's Safety Management System.
- Consult within your work team during any risk assessment of tasks and ensure that any identified control measures are understood, in place and adhered to.
- Eliminate or report hazardous conditions and work practices that come to one's attention, and report promptly any incident that involves work-related injury or illness, a near miss or damage to property or the environment.
- Responsible for compliance with Council's Information Management Policy, to make and electronically record full and accurate records of all relevant business activities within Council's electronic records management system.
- Security of Council information viewed or accessed during the performance of your duties is contained in the provisions of the Employee Code of Conduct. Subsequently, as a Council employee, you are required to ensure the security and appropriate intended use of Council information at all times.
- The employee will support Somerset Regional Council's Customer Service Policy and Protocol and will comply with the provisions and principles contained in the policy and the commitment to customer service.
- In addition to the key duties and responsibilities, the incumbent is responsible and accountable for adhering to Council's Employee Code of Conduct, all Council policies and supporting Council's overall Corporate Plan and objectives.
- Other duties as delegated by Director Finance and/or Chief Executive Officer that will assist the finance department, or the organisation as a whole, in reaching Council's objectives as detailed in the Corporate and Operational Plans.

#### **Performance / Skill Standards:**

##### Accountability

Accountable to the Director Finance

##### Performance Standards

- Tasks allocated to the position shall be performed to agreed standards and in accordance with established procedural guidelines. Performance indicators shall be those as agreed with the Director Finance recognising those standards as outlined in Council's Corporate Plan and supporting Operational Plan.
- Work shall be performed in accordance with accepted industry standards, quality assurance standards and in compliance with Workplace Health and Safety Act and other legislative requirements or standards which may be appropriate and including Council policies, procedures and local laws.
- Allocated tasks shall be completed consistently within agreed time frames.
- Active participation in planning and recommending possible ways in which allocated tasks can be carried out more effectively and efficiently.
- Demonstration of a spirit of cooperation towards other employees and the achievement of Council's aims and objectives.





## **Selection Criteria**

- SC1 Diploma of Local Government Administration, or similar, with relevant experience; or lesser formal qualifications with a minimum of two years experience in local government rating functions.
- SC3 Demonstrated employment experience providing a high level of support in a revenue role including contemporary credit management processes.
- SC2 Demonstrated knowledge and understanding of development, review and monitoring of processes and procedures across a range of local government rating functions.
- SC3 Demonstrated employment experience in a commercial role in an externally audited organisation
- SC5 Demonstrated high level of literacy, numeracy and computer skills particularly in the use of databases and spreadsheets.
- SC6 Effective interpersonal and communication skills and demonstrated ability to work cooperatively within a team environment.



## Advertisement

Due to the retirement of several long-standing employees, Somerset Regional Council is seeking highly motivated, suitably qualified and experienced professionals to support Council in the following rewarding roles.

### **HR ADVISOR**

Reference No: HR033/19 | Permanent Full-Time

### **INTERNAL CONTROL COORDINATOR**

Reference No: HR034/19 | Permanent Full-Time

### **RATES OFFICER**

Reference No: HR035/19 | Permanent Full-Time

Attractive salaries and conditions are being offered in accordance with the Queensland Local Government Industry (Stream A) Award – State 2017 and Somerset Regional Council's Certified Agreement.

Successful applicants will also have access to additional employment benefits including, but not limited to:

- Potential pay progression path
- Nine-day fortnight
- Up to 12% employer superannuation contributions
- Continued professional development opportunities
- Work-life balance
- Employee assistance and staff wellness program
- Employment with a financially strong organisation

Application packages are available from (07) 5424 4000 or [www.somerset.qld.gov.au](http://www.somerset.qld.gov.au) or.

**Applications, specifically addressing the selection criteria, must be submitted by 5pm Friday, 7 June 2019.**

**Mail:** Chief Executive Officer  
Somerset Regional Council  
PO Box 117, Esk Qld 4312

**Email:** [mail@somerset.qld.gov.au](mailto:mail@somerset.qld.gov.au)

**Phone:** (07) 5424 4000

**Fax:** (07) 5424 4099

**Somerset. Real Country. Real Adventure.**



## **Job Application Guidelines**

### **Introduction**

Thank you for your interest in the recently advertised position with Somerset Regional Council.

The assessment for selection is based on the merits of each applicant in relation to the responsibilities and functions of the vacant role, and specifically the key selection criteria, as outlined in the advertised application package.

This booklet has been prepared as a guide for job applicants and includes an explanation on how to address the key selection criteria based on your own experiences so that you address the relevant selection criteria, as they pertain to this role at Council.

### **Location and Brief History**

Somerset Regional Council was formed on 15 March 2008 following an amalgamation of Esk Shire and Kilcoy Shire Councils.

Somerset Regional Council has a Mayor and six (6) Councillors, each is elected by their constituents, and serve a four (4) year term.

This regional local government is an hour west of Brisbane and is the fastest growing local government area in south east Queensland. It has strong agricultural, environmental, heritage and tourism values. It contains important vegetation and forest, areas of high scenic and landscape amenity and significantly, the key water catchments for southeast Queensland.

The Somerset region has an area of 5382 square km and includes five major townships, Esk, Fernvale, Kilcoy, Lowood and Toogoolawah. The region is home to approximately 25,000 people and is expected to grow to an estimated 34,500 by 2031. Somerset's neighbouring local governments are Lockyer Valley, Ipswich City, Brisbane City, Moreton Bay, Sunshine Coast, Gympie, South Burnett and Toowoomba.

Somerset Regional Council's logo represents the region's two major dams, with the larger body of water representing Wivenhoe and the smaller body being Somerset. The overall shape of the icon with the water flowing from Somerset to Wivenhoe creates the shape of a clear "S", which uniquely identifies this water graphic to be that of Somerset Regional Council.

### **Recruitment and Selection**

All applications are assessed against the key selection criteria listed in the advertised application package, taking into consideration the following:

- Skills and abilities;
- Underpinning knowledge;
- Qualifications;
- Relevant work experience.

### **Your Application**

Have you obtained a copy of the application package for the position you are applying for?

If not, visit Council's Website ([www.somerset.qld.gov.au](http://www.somerset.qld.gov.au)) to download a copy, or phone Council on (07) 5424 4000 to request a copy. Upon request, a Council officer will post or email you a copy. Alternately you can visit the administration centre located at 2 Redbank Street, Esk; or one of the customer service centres located at corner Michel and Michel Street, Lowood or 15 Kennedy Street, Kilcoy.

If you would like to find out more about the position than what is explained in the application package, phone Council and you will be directed to the human resources section for further assistance.

You will need to submit a completed Application Cover Form, your letter of application, an up-to-date resume and your statements addressing the Key Selection Criteria. It is important that you provide a completed



Application Cover Form as this will ensure it is clear which position you are applying for and list your contact details.

### Position Description

The position description, listed in the application package, is the major source of information regarding the position you are applying for.

You should read this document carefully. It includes the following information:

- Details of the position
- Primary delegations, accountability and responsibilities
- Reporting / responsibility lines
- Performance criteria and measurements; and
- Selection criteria

### Introduction to Selection Criteria

It is important to note that this guide will continually refer to “selection criteria” and you must address the selection criteria as part of your application.

The selection criteria are the skills, abilities, experience, knowledge and qualifications that the position defines as essential to effectively and efficiently perform the role.

The degree to which applicants meet the selection criteria is a fundamental component of the overall selection process.

You should compile a statement that concisely and adequately illustrates how you meet each of the criteria. It is not enough to simply state that you meet the criteria. You should provide examples of how you meet them and where you have had relevant work experience. You can also include transferable knowledge, skills or abilities in areas relevant to the defined selection criteria, which you have developed outside the workplace.

Failure to address the selection criteria prevents the panel from being able to easily and accurately assess your competencies and may exclude you from further consideration.

### Your Resume

Your resume should provide your personal contact details as well as your educational qualifications, work history, special skills or qualifications, training details and referees, plus any other information that may assist your application for the position. Be clear, concise and informative.

Include names, position titles, addresses and contact numbers of at least two (2) recent referees. The best referees are those that are current, and that can discuss your working experience relevant to the advertised key selection criteria.

### Closing Date

Applications should be submitted before 5pm on the closing date for the position and should be forwarded to:

<b>Post to:</b> (Reference No.) Chief Executive Officer Somerset Regional Council PO Box 117 Esk Qld 4312	<b>Deliver to:</b> Esk Administration Office 2 Redbank Street, Esk;  Marked: (Reference No.) Chief Executive Officer	<b>Email to:</b> mail@somerset.qld.gov.au  Marked: (Reference No.) Attention: Chief Executive Officer
PLEASE NOTE: ensure you state the position number (in the job advertisement) of the position for which you are applying. <u>No folders please.</u>		





It is recommended each applicant contact Council to ensure the sent application has been received prior to the closing date.

Should your application be submitted via email, request a delivery / read receipt prior to sending.

If your application is likely to be late, please telephone before cut off deadline and request permission for a late application to be accepted. Please note, only the Chief Executive Officer has the ability to accept a late application, and without prior approval it is unlikely to be accepted.

Following the closing date, all applicants will be sent a letter acknowledging receipt of their application. Your application will be recorded and the selection process will be managed by the Human Resources section. If you are short-listed you will receive a letter or phone call to invite you to attend testing and /or interviews. When the selection process has been completed all applicants will be advised whether they have been successful or unsuccessful.

### **Interview**

Should you be invited to attend an interview it is important that you plan and prepare adequately. The interview provides the opportunity for the selection panel to confirm your qualifications, knowledge, experience and personal qualities against the needs of the position. It also provides you with the opportunity to find out more about the position and Council.

All interviews are conducted by a selection panel, which would usually consist of three (3) Council officers. During the course of the interview you will be asked a series of questions to determine how well you meet the key selection criteria.

You will be notified of the outcome of the interview process. If you are unsuccessful you will have the opportunity to obtain post-selection feedback from the human resource department, upon request.

### **Privacy Collection Notice**

All personal information provided by applicants is protected in accordance with Council's Privacy Policy.

Submission of an application, resume and copies of qualifications and references constitutes permission to use the applicant's personal information as necessary for the purpose of selection for the vacant position and subsequent employment, if successful.

The information you provide as an applicant is used primarily by the selection panel to assess merit for a position. Access by other Council staff is limited to what is required to enable them to undertake associated administrative requirements, e.g. processing applications, arranging interviews and/or pre-employment assessments.

### **Conditions of Employment**

#### **Pre-Employment Checks**

As per Council's Fraud Management Policy, successful applicants will be requested to undergo a National Police Check prior to commencing work with Somerset Regional Council with the outcome acceptable to the Chief Executive Officer.

Other pre-employment checks, with outcomes to be acceptable to the Chief Executive Officer, may also be required including but not limited to:

- Medical / Functional Capacity assessment;
- Blue Card for working with children.



### **Hours of Work**

Most employees currently work a 76-hour fortnight, incorporating a nine-day fortnight. The times below are the general start and finish times for the staff. Some teams work different hours depending on work requirements.

#### **Field Staff**

Start: 6.00 - 6.30am  
Finish: 3.00 - 3.30pm

#### **Administration Staff**

Start: 8am  
Finish: 5pm

As part of Certified Agreements, start and finish times may be altered by mutual agreement.

### **Superannuation**

As of 1 July 2017 all employees of Somerset Regional Council have a choice of superannuation fund. The Queensland Local Government Superannuation Scheme (LGIA Super) remains the default fund for all employees. Information on this scheme will be provided upon commencement.

### **Staff Development and Training**

Council is aware of the need for the development of its staff. Field and administration staff will have performance appraisals completed annually.

Employees are encouraged to undertake training relevant to their duties and to undertake study in approved courses.

### **Workplace Health and Safety**

All employees starting with Council must commit to the employee obligations of the Workplace Health and Safety Act and associated Regulation and Codes of Practice.

### **Smoke Free Workplace**

Council provides a smoke free work environment. Smoking is prohibited in Council buildings, vehicles and plant. This applies to all employees, elected members and visitors.

### **Probation**

It is a standard for all Council employees to be placed on a probationary period of three (3) months upon commencement with performance being reviewed during this period.

A further probation period of up to three (3) months may be agreed to in writing if the required standards have not been met.

### **Additional Information**

Additional information about Somerset Regional Council can be found at [www.somerset.qld.gov.au](http://www.somerset.qld.gov.au).

**Thank you for the interest you have displayed in working for our organisation.**



## Application Cover Form

Please attach this form to the front of your application

(Note to the Applicant – Please write clearly and legibly)

### POSITION DETAILS

Title of Position Applied for: **HR035/19 – RATES OFFICER**

### PERSONAL DETAILS

First Name: Middle Name: Surname/Family Name:

Street Address:

Town/Suburb:

Post Code:

#### Contact Numbers

##### BUSINESS HOURS

Phone:

Mobile No.:

Fax No.:

Email Address:

##### AFTER-HOURS

Phone:

Mobile No.:

Fax No.:

Email Address:

#### For your application to be considered, you MUST include the following:

- ☐ Application Cover Form
- ☐ Application Letter
- ☐ Resume
- ☐ Statement addressing the Key Selection Criteria

#### How were you notified of this job opportunity: (please tick ✓)

Newspaper Advertisement

- |  |  |  |
|--|--|--|
| <input type="checkbox"/> Courier Mail        | <input type="checkbox"/> The Somerset                        | <input type="checkbox"/> SEEK Website                        |
| <input type="checkbox"/> Toowoomba Chronicle | <input type="checkbox"/> Kilcoy Sentinel Community News      | <input type="checkbox"/> Other website - please specify..... |
| <input type="checkbox"/> Queensland Times    | <input type="checkbox"/> Qld. Local Government Job Directory | <input type="checkbox"/> Internal                            |
| <input type="checkbox"/> Gatton Star         | <input type="checkbox"/> Somerset Regional Council Website   | <input type="checkbox"/> Other - please specify.....         |

### PRIVACY DISCLAIMER

Your application will only be used for the position for which you apply. If Council would like to use your application for a further vacancy(s) your permission will be sought. The only people who will handle your application will be the staff involved in the selection process and management/filing of Council correspondence, unless otherwise authorised or required by law.

### APPLICANT DECLARATION

I declare that to the best of my knowledge all the information provided in support of my application is true and correct.

Applicants Signature: .....

Date: