

PART 1 – POSITION DETAILS

Position Title	Rates Coordinator
Position Number	P01675
Division	Corporate & Legal
Business Unit	Finance
Pay Rate	Northern Beaches Grade H
Reports to	Team Leader Rates
Hours	70 hours per fortnight
Status	Permanent
Date of last review and update	November 2019

NORTHERN BEACHES COUNCIL'S VISION

Our Vision is “Delivering the highest quality service, valued and trusted by our community” critical to this are our values of Trust, Respect, Integrity, Teamwork, Service and Leadership.

DIVISION

The Corporate & Legal Division

The Corporate & Legal division encompasses key functions of the organisation which support the delivery of high quality services to the Northern Beaches community. Our Finance, Governance & Risk, General Counsel, Financial Planning & Systems and Integrity & Complaints services are part of this division and report directly to Director Corporate & Legal.

PART 2 – BUSINESS UNIT OVERVIEW

The Finance Business Unit

The Finance Business Unit is committed to providing high quality service to all stakeholders and customers, including our Executive, the Leadership Group and all Council staff. The Finance Unit provides timely and accurate advice, and utilises best practice methods and procedures and continuous improvement methodologies while developing new and innovative solutions to problems in a consultative and customer focussed manner.

The Finance Business Unit provides a range of finance/accounting related services to the organisation with internal and external clients and comprises diverse teams including:

- Transactional Accounting – responsible for the operational functions of Finance including:
 - Rates
 - Payroll
 - Accounts Receivable
 - Other Revenue
 - Accounts Payable
 - Treasury
 - Banking
 - Loans

- Procurement – this team deals with the management of Council's procurement activities:

Strategy and Process Advice	Management of Procurement Templates
Support and Training	Management of Corporate Contracts

PART 3 – ROLE PURPOSE & KEY RESPONSIBILITIES

Role Purpose

Reporting to the Team Leader Rates the Rates Coordinator provides support to the Team Leader in managing the Rates Team and ensuring that rating functions are carried out in accordance with legislative and other requirements and in accordance with Council policies. The Coordinator also contributes to ensuring that the Team is customer service focused and adopts a continuous learning and improvement approach, taking into account organisational priorities, legislation and other requirements.

The Coordinator is responsible for assisting the Team Leader in ensuring that appropriate rates policies are in place, up-to-date and appropriately implemented and administered. The role is expected to efficiently and professionally coordinate and manage rates administrative activities.

The position works with the Team Leader to provide specialist advice, assistance and support to the Organisation, including preparing correspondence and reports, providing support services, maintaining systems and distribution of work to staff. In providing this support the position exercises a high degree of initiative.

The Rates Coordinator role works with the Team Leader to ensure the timely issue of Council's rate notices, compliance with legislative and other requirements and ensuring the completeness, integrity and accuracy of all rating information and systems.

Key Responsibilities

- Contribute to maintaining an accurate rating database and efficient and effective systems and processes in accordance with the Local Government Act 1993 and other relevant legislative and regulatory requirements and in line with Council Policies and guidelines
- Contribute to ensuring Rates Team staff are knowledgeable about rating procedures, legislative requirements, Council Policies and other relevant requirements and that there is adequate cross-skilling within the team to ensure business continuity and legislative compliance requirements are satisfied
- Manage all liaison with the NSW Valuer General including:
 - Preparation and issue of supplementary Rate Notices
 - Process valuation, property description amendments and land and strata subdivisions/consolidations
 - Ensure accuracy and receipt of all valuations from the NSW Valuer General
 - Reconcile valuation controls in accordance with amendments provided by the NSW Valuer General to Council's rating files
- Assist the Team Leader in the planning and development of Rates functions, ensuring rating procedures are carried out in an effective and cost effective manner and in accordance with the Local Government Act 1993, Local Government Regulations, Valuation of Land Act 1916 and Council's policies
- Ensure Rates Team staff are supervised and trained effectively, providing a customer-focussed service including:
 - Answering customer enquiries (written, by telephone and in person) expeditiously and in a polite and courteous manner and in accordance with Council's customer response timelines

- Research and investigate each case and decide on the appropriate alternative course of action. Follow all enquiries through to a satisfactory conclusion
- Handle difficult enquiries/customer disputes that will be referred to this position by other staff including communicating outcomes to the customer and preparation of correspondence of a complex nature (relevant to the specific circumstances of each customer)
- Check, process and record applications for Permissive Occupancies and Postponed rates to ensure each is properly assessed for rates and conduct annual inspections
- Ensure that rates suspense, rates refund and rates debtor accounts are reconciled monthly and that any variances are promptly followed-up in accordance with Finance Team timelines and reporting requirements
- Check and authorise the refund of overpaid rates
- Determine and process claims for rate exemptions and rating category review, including issuing of declarations, processing amendments and issuing supplementary notices.
- Ensure that instalment notices are issued on a timely basis and in accordance with legislative and other requirements
- Ensure that concessions/rebates for pensioners are issued in accordance with legislative, policy and other requirements and that Council has the required documents and approvals required to confirm entitlements including such things as approvals to access Centrelink records
- Manage the preparation of supporting documents for the pensioner concession subsidies claim, to ensure lodgement on time
- Coordinate the printing of notices and other relevant documents and forms
- Roster staff to ensure rates and revenue office is appropriately staffed during business hours
- Liaise with the Other Revenue and Receivables Coordinator in regarding debt management accounts and coordinate relevant communications between rates and debt management teams
- Identifying emerging issues and take proactive steps to ensure the risks are appropriately investigated, managed and communicated
- Liaise and assist the Team Leader Rates in providing advice and responses in relation to relevant legislation, policies and procedures to ensure effective customer service to customers, managers and executive management as well as providing friendly and professional service to those who come in contact with Rates
- Assist the Team Leader with managing the Rates Team budget and related matters
- Ensuring the effective operation of the work environment by examining, prioritising and completing correspondence and where necessary following up to determine further actions and associated priorities
- Monitor and assist team members to ensure that all team member TRIM actions are cleared on a timely basis and in accordance with the Organisations customer response performance objectives.
- Representing the Rates Team along with Team Leader at meetings and forums
- Assist Team Leader with the provision of information needed for year-end financial reporting requirements
- Promote, develop and improve rating systems, functions and procedures and provide innovative rates management solutions to the organisation including implementation and management of systems, functions and procedures consistent with council policies and the principles of: Effective and efficient service delivery, quality assurance and continuous improvement
- Ensuring formally documented policies and procedures are established, communicated, reviewed and updated to enable uniformity and appropriateness of policies and procedures followed to support a strong system of internal control, provide a clear definition of responsibilities and support reporting requirements including timeframes and statutory obligations
- Conduct user testing for new rating software releases and record defects and potential solutions in area of responsibility. Liaise with the Information & Digital Technology Team (IT) over complex

financial / technical system issues and develop appropriate solutions in areas where IT advice is often not available. Introduce effective workarounds and change team priorities during system down time

People Leadership

- Role model the Northern Beaches Councils values and behaviours
- Provide leadership and facilitate efficient achievement of team outcomes, ensuring services delivered meet with service requirements (scope, standards, regulations, legislation and customer satisfaction)
- Facilitate and support staff management and development across the team, providing for effective communication at all levels, equity, performance management, including feedback and rewards, development opportunities, support, matching of skills to jobs and minimising barriers to performance
- Monitor service provision of the team to ensure timely, accurate and efficient service is provided to both internal and external customers
- Take ownership for the recruitment and on boarding of new team members
- Engage in regular feedback to all team members
- Empower the team to take action and make decisions
- Share relevant operational and strategic information from the Team Leader Rates and above
- Encourage and support the professional development of the team
- Provide expert knowledge and advice on the resolution of major issues
- Communicate regularly with the team both formally and informally
- Be aware of the well-being of the team

Operational

- Assist the Team Leader, Chief Financial Officer and Deputy Chief Financial Officers with the development, review and management of the team's annual budget
- Ensure compliance with Council processes, policies and procedures
- Contribute to planning at the team level to ensure it is consistent with business unit plans and organisational direction
- Facilitate planning across the team including development of business and individual work plans
- Maintain a clean and safe work environment while complying with safety policies and procedures
- Work with the Team Leader in sustaining a framework for decision making and problem solving within the team and contribute to its implementation and operation within the Rates Team.
- Build and maintain productive internal relationships
- Evaluate and monitor performance of the team to ensure accurate and efficient service is provided to both internal and external customers
- Ensure compliance with relevant federal, state, local and statutory regulations including the requirements of the Code of Conduct, Equal Employment Opportunity (EEO) principles, the Work Health and Safety (WHS) Act, the Local Government Act and the requirements of ICAC
- Learn, promote and ensure compliance with Work Health and Safety policies and procedures
- Prioritise WH&S in meetings, reviews and within team activities
- Provide detailed, easily accessible information of relevant WH&S policies and procedures to the team
- Document and communicate WH&S issues to the Team Leader Rates, Deputy Chief Financial Officer Transactional Accounting and the Chief Financial Officer as required

Business Performance

- Work with the Team Leader assisting on achieving budget targets, delivery of services and accurate and timely reporting of budget performance
- Provide timely systematic advice and reporting to the Team Leader on all aspects of operation of the team including:
 - Performance indicators and on key metrics relevant to the team
 - Financial performance, and
 - Issues arising, including community feedback

**** Whilst this position description covers the key areas of responsibilities, this list is not exhaustive. Day to day tasks and responsibilities may vary and be in addition to those listed above (reasonably and within the limits of individual skills, competence and training)*

PART 4 – ESSENTIAL CRITERIA

Educational & Experience Requirements

- Extensive, broad knowledge and experience in Local Government rating function experience combined with appropriate professional skills and/or relevant tertiary qualifications
- Considerable knowledge and understanding of the Local Government Act 1993 and the Valuation of Land Act 1916 as it relates to rating

Capabilities & Knowledge

- Good data entry skills, intermediate level capability in Microsoft Excel and strong systems knowledge and experience – Technology One Property & Rating system knowledge and experience would be highly advantageous
- Experience working in a team environment, providing support to the team leader and demonstrated capability to provide direction, guidance and support to other team members to build team knowledge and skills
- Demonstrated high degree of initiative and flexibility, strong analytical, conceptual and problem solving skills, including ability to initiate and respond effectively to change
- Strong communications skills and the ability to provide confidential, quality client-focused rating advice

PART 5 – DESIRABLE CRITERIA

- Experience using Technology One
- Knowledge and understanding of Local Government