

Leeton Shire Council

POSITION DESCRIPTION



Leeton Shire Council Staff Mission and Values:

- ✓ Our mission is to be proudly trusted by the Councillors and the Community to deliver for them the very best outcomes in the most effective manner whilst enjoying a harmonious workplace that values and rewards its workforce for service excellence.
- ✓ We are a values-driven workforce and are committed to demonstrating a set of shared values that we have cogenerated as a team of staff. These are:

Trust Respect Integrity Collaboration Communication Innovation

- ✓ With these values leading how we perform our roles, staff have the chance to develop as leaders in their own right, enjoy a sense of **wellbeing** and **safety** and show and receive **loyalty**.

POSITION DETAILS

Position Title	Senior Rates Officer
Directorate	Corporate
Department	Finance
Location	Leeton Shire Council office, 23-25 Chelmsford Place, Leeton
Salary Grading	Grade 12
Employment Status	Ongoing – Full Time (after the successful completion of the 6 month probation period)
Hours of Work	70 hours per fortnight worked over 19 days per month with one (1) rostered day off per month.
Supervisor	Manager Finance
Staff Reporting to Position	<ul style="list-style-type: none">▪ Water Billing & Revenue Officer
Key Internal Relationships	<ul style="list-style-type: none">▪ Corporate Group▪ Operations Group▪ Shire Activation Group▪ IPR, Governance & Engagement Department▪ Senior Management Team
Key External Stakeholders	<ul style="list-style-type: none">▪ Solicitors/Real Estates/Conveyancers▪ General Public▪ Government Agencies

PRIMARY PURPOSE OF POSITION

- ❖ Responsible for all the rates and annual charges functions in accordance with the Local Government Act, 1993.
- ❖ Oversee Council's Water Billing & Revenue function

This document describes the main responsibilities of the position and is not designed to be prescriptive. The staff member can expect to undertake other duties in addition to those described in the document.

All staff are expected to demonstrate behaviours that align with Leeton Shire Council core values, Code of Conduct, Child Safe Policy and Equal Employment Opportunity Principles.

POSITION ACCOUNTABILITIES AND RESPONSIBILITIES

Finance:

- ❖ Comply with relevant budget processes and procedures, ensuring appropriate charge numbers and costing codes are used
- ❖ Develop cost, quantity and time estimates for activities

Strategy:

- ❖ Contribute to continuous improvements involving internal systems of work
- ❖ Identify industry best practice and evaluate appropriateness for implementation

Customer/Stakeholder:

- ❖ Ensure accurate records are maintained in Council's corporate systems for all customer queries and complaints
- ❖ Lead, investigate and respond to customer enquiries in a timely manner
- ❖ Participate in customer and stakeholder forums and meetings.

People Management:

- ❖ Supervise and coordinate the activities of a team
- ❖ Monitor and quality check work outputs for the team
- ❖ Provide feedback/contribute to probation reviews
- ❖ Conduct probation reviews and training assessment annual review in accordance with Council policy and processes
- ❖ Lead and develop the team to ensure individual accountabilities and team performance objectives are achieved
- ❖ Clearly communicate LSC vision and values to all members of the team
- ❖ Identify training needs and ensure all staff are appropriately qualified to the required standard
- ❖ Carry out or participate in recruitment and selection for all relevant roles

Operations:

- ❖ Forecasting, levying, making, collection and reconciliation of rates and charges and distribution of all rates notices, correspondence and communications
- ❖ Process valuations including supplementary valuations
- ❖ Completion of rating returns and information and associated work papers and completion of all legislative reporting requirements
- ❖ Debt recovery for outstanding rates and water charges
- ❖ Completion of annual pension claim returns and processing of pensioner rebate claims
- ❖ Review of rating and charging structures
- ❖ Assist with water billing functions when required
- ❖ Provide frontline support to customer service staff in respect to relevant enquiries
- ❖ Maintenance of name and address records (NAR) in Authority where relevant
- ❖ Maintaining Council's Rates Register and associated records

- ❖ Set-up of new Deposited Plans (DPs) in Authority (Property Module) and advise Town Planner once registered DPs are received
- ❖ Process Notice of Sale documents and authorise release of 603 Certificates

WORK, HEALTH & SAFETY RESPONSIBILITIES

Workers have an active role to play in the safety of themselves, all employees of council and members of the public. Workers have the following responsibility, authority and accountability:

- ❖ On commencement, new staff must present evidence of having received current Covid-19 vaccinations.
- ❖ Working safely so as not to put yourself or others at risk.
- ❖ Stopping work in circumstances that are deemed an immediate risk to health and safety until a satisfactory solution is agreed/implemented.
- ❖ Cooperating and complying with safe work methods statements, policies and procedures and participating in their development.
- ❖ Reporting all accident, incidents and hazards to your supervisor/manager immediately and participating in accident/incident investigation and risk management activities.
- ❖ Attend all WHS training.

A full list of Leeton Shire Council's WHS responsibilities and accountabilities are available within the '[Conditions of Employment Essential Information](#)' document.

SELECTION CRITERIA

Essential:

Qualifications/Licences/Experience:

1. A TAFE qualification or higher in Business Administration/Finance or related discipline with at least 4 years relevant work experience in a computerised environment.
2. Understanding of the Local Government Act 1993 in respect of Rates and Charges (Section 15) or ability and willingness to learn.
3. Must possess and maintain a Class C Drivers Licence. Failure to retain such licence may be grounds for dismissal.

Skills and Attributes:

1. An understanding of the basic accounting principles including the ability to balance subsidiary ledgers to control accounts.
2. Be a customer focused person with excellent interpersonal skills and the proven ability to relate well with the general public and fellow employees and maintain positive relationships with all stakeholders.
3. A demonstrated ability to show initiative and innovation and to solve problems by examination and analysis of available options and to successfully implement improvements.
4. A shown desire to continually seek self-improvement and willingness to attain skills and training when required.
5. Capable of writing standard reports following prescribed formats.
6. Willingness to work extra hours, if required, at peak times.

Desired Requirements:

- ❖ Experience in Local Government
- ❖ An understanding of the principles of Best Practice Water and Sewer Pricing
- ❖ Experience in rating or in a related financial services environment.

I hereby accept the terms and conditions set out in this position description for Senior Rates Officer.

Dated this day of 2021.

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Signature

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Gary TAYLOR
Manager People & Organisation Development