



Application Package for the position of

RATES OFFICER

Finance Department – Permanent Full Time – Esk

with



The Rates Officer is a key member of the Finance team, assisting the Senior Rates Officer develop and maintain Council's property database and rating operations, ensuring efficient and effective operation of the Rates Section.

To be successful in the role, you will require:

- Previous experience in a revenue role including in contemporary credit management processes.
- Exceptional customer service skills and the ability to deal with complex and difficult enquiries.
- Ability to plan, prioritise and organise work to meet competing deadlines.
- High level of proficiency in the use of computer application software.

To make application, please submit your Resume with a cover letter outlining how your experience, qualifications, knowledge, and skills fit the requirements of the role.

Should you require any further information or clarification regarding the position or the recruitment and selection process, please contact our Human Resources section on (07) 5424 4000.

Applications close at 5pm Monday 5 October 2026

Position Description

Title:	Rates Officer
Reports to:	Chief Financial Officer
Award:	Queensland Local Government Industry (Stream A) Award – State 2017 (as amended or replaced) Division 2 Section 1_Administrative, clerical, technical, professional, community service, supervisory and managerial services.
Agreement:	Somerset Regional Council Certified Agreement – 2023 (as amended or replaced)
Classification:	Level 3

Position Objectives:

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.

Requirements:

Experience/Qualifications

- Experience in local government rating functions, desirable.
- 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.
- Current Open Queensland Drivers Licence – unrestricted.

Knowledge

- Knowledge of Local Government and Council operations, functions, legislative requirements, policies and procedures or the ability to quickly acquire such knowledge.
- Working 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, or the ability to quickly acquire such knowledge
- Comprehensive knowledge of Microsoft Office software and other relevant software programs.
- Knowledge and understanding of work health and safety requirements.

Skills

- Exceptional customer service skills and the ability to deal with complex and difficult enquiries.
- Well-developed interpersonal and communication skills including the ability to build and maintain effective working relationships.
- Ability to plan, prioritise and organise work to achieve goals and meet deadlines including dealing with competing demands.
- 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 problem-solving skills.



Additional Requirements

- The incumbent:
 - will be required to complete a National Police check with the outcome to be acceptable to the Chief Executive Officer;
 - will be required to complete a pre-employment functional and medical assessment with the outcome to be acceptable to the Chief Executive Officer;
 - may be required to work at different locations across the region from time to time;
 - must maintain a high standard of personal appearance and dress appropriate for a professional office environment wearing the corporate wardrobe where provided.

Key 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 Chief Financial Officer suggesting improvements to Council's rating system where appropriate.
- Answer and satisfy general enquiries within Council.
- Perform any other duties that are reasonably within the competency, skills and training of the incumbent as may be directed from time to time by the Chief Financial Officer that will assist the Finance Department in reaching Council's objectives as detailed in the Corporate and Operational Plans.

Organisational Responsibilities:

- Represent the Council to the public and members of other organisations in a positive manner.
- Maintain confidentiality and discretion of Council information obtained during the course of employment.
- Responsible for compliance with Council's Information Management and Security Policy, to make and electronically record full and accurate records of all relevant business activities within Council's electronic records management system (if applicable to position).
- 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.



- Support and comply with the provisions and principles of providing a high level of customer service.
- Comply with any reasonable instructions provided by Somerset Regional Council to ensure work is conducted in accordance with the requirements of the Work Health and Safety Act, Regulations, Codes of Practice and Council's Safety Management System.
- 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.
- 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.
- 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.

Performance / Skill Standards:

Accountability

- Accountable to the Chief Financial Officer.

Extent of Authority

- Freedom to act within established guidelines and procedures and in accordance with the Operational Plan and directions issued by Council.
- Assistance and advice is available on complex matters.

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 Chief Financial Officer and/or Chief Executive Officer recognising those standards as outlined in Council's Corporate Plan and supporting Operational Plans.
- Work shall be performed in accordance with accepted industry standards, quality assurance standards and in compliance with Work Health and Safety Act and other legislative requirements or standards, which may be appropriate, and including Council policies, procedures and local laws.
- Allocated tasks and reporting requirements are consistently completed within agreed time frames.
- Active participation in planning and recommending possible ways in which allocated tasks and responsibilities can be carried out more effectively and efficiently.
- Demonstration of a spirit of cooperation toward other employees and the achievement of Council's aims and objectives.



ABOUT SOMERSET

Our Values



Our Vision

The Somerset region, with its unique identity and proud heritage, is vibrant, cohesive and connected, providing the foundations for a prosperous rural lifestyle.

Our Mission

To provide leadership in making locally-responsive and informed decisions, focussing on our customer's needs to deliver the highest-quality efficient services and facilities to all communities of the Somerset region

Lifestyle and Liveability

Located in the heart of south-east Queensland, [Somerset](#) is a large region of lakes and landscapes, in fact we've got 5,373km² of countryside for you to explore.

We're home to the Brisbane Valley Rail Trail, Australia's longest recreational rail trail, 161km of high-quality track just waiting for you to cycle, hike or horse-ride. Our lakes are second to none and the perfect spot to drop a line or take a dip. Thrill seekers are covered with a range of outdoor adventures from skydiving to horse-riding.

Somerset also boasts an abundance of art galleries brimming with creations produced by local, national and international artists. Council's iconic art gallery, The Condensery, attracts high profile artists from across the country and offers regular exhibition opening nights and workshops.

Our small friendly towns have everything you need for a rural lifestyle with the convenience of being a short drive to Brisbane or Toowoomba. Sporting and cultural activities are plentiful, as are community events, and we even have an old-school picture theatre.

Rush hour traffic? Forget it. When you live and work in Somerset, the work commute is likely to be through hills or paddocks under big blue skies. Parking is never a problem, and it's free. When you take a job with Somerset Regional Council, you're making a lifestyle choice.

Location and Brief History

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

Somerset Regional Council has a Mayor and six (6) Councillors, each elected by their constituents and serving 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 includes the five major townships of 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.

Additional Information

Additional information about Somerset Regional Council can be found at www.somerset.qld.gov.au.

JOB APPLICATION GUIDELINES

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

The following guidelines have been prepared for prospective candidates and include explanation on how to submit an application for employment with Team Somerset.

Applying for a job can be stressful so we have aimed to make our application process as simple as possible while gathering all the vital information required. Below is a summary of the application process which we encourage you to read before commencing your application.

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.

Applying - what do I need to submit?

Resume

All applications must include a resume or curriculum vitae detailing your:

- Full name
- Current contact details including address, email and phone number
- Concise description of your employment experience, including dates
- Qualifications and achievements
- Names, position titles and contact numbers of at least two (2) recent referees.

**Cover letter**

Your cover letter is an important element of the application, and it's where you can showcase how your experience, qualifications, skills and knowledge meet the specific requirements of the vacant role as listed in the position description.

Your cover letter should also contain information about you that outlines your interest in the vacant role and any unique skills / abilities that make you a good fit for the position.

The Selection Process

All applications are assessed against the responsibilities and functions of the vacant role as outlined in the position description taking into consideration the following:

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

Once shortlisted, suitable candidates will be contacted for interview. This will take in person or in some instances, via TEAMS.

The 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 experience, qualifications, knowledge, skills and personal qualities against the requirements of the role.

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 two (2) to three (3) Council officers. During the interview you will be asked a series of questions to determine how well you meet the requirements of the role.

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

Closing Date

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

Email jobs@somerset.qld.gov.au
Post Chief Executive Officer, Somerset Regional Council, PO Box 117, Esk Qld 4312
Deliver Chief Executive Officer, Somerset Regional Council, 2 Redbank Street, Esk

The position reference number must be included in your cover page. No folders please.

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

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.



Privacy Collection Notice

All personal information provided by applicants is protected in accordance with Council's Information Privacy Policy. As set out in the policy, Council respects and complies with its obligations under privacy legislation.

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.

Consequently, any personal information gathered about applicants that does not become an employee record relating to the successful candidate/s will be destroyed at the conclusion of the selection process, unless the permission or consent of the candidate has been obtained to keep any such information.

CONDITIONS OF EMPLOYMENT

Pre-Employment Checks

As per the 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 (including drug and alcohol screening)
- Blue Card for working with children.

Probation

It is 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.

Hours of Work

Permanent full-time employees currently work a 76-hour fortnight, incorporating a nine-day fortnight. The times below are the general start and finish times for the team. Some sections may work different hours depending on work requirements.

Field personnel

Start: 6am
Finish: 3pm

Administration personnel

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 (Brighter Super) remains the default fund for all employees. Information on this scheme will be provided upon commencement.



Development and Training

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

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

Work Health and Safety

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

Equal Opportunity

Council is an equal opportunity employer. Council values diversity and welcomes applications from people of all backgrounds and cultural heritage, that have working rights in Australia.

Thank you for the interest in joining Team Somerset!