



Rates Manager

The opportunity

Are you ready to lead a high-performing team and shape the future of rates management for one of NSW's most vibrant councils?

As our new Rates Manager, you'll be at the heart of Wollongong City Council's financial sustainability, driving strategic development and customer-focused service across our Rating and Debtor functions. You'll join a positive, cohesive team with two highly skilled Team Leaders and a group of up-and-coming professionals who are eager to learn and grow. Reporting to the Chief Financial Officer, you'll work closely with senior managers, council staff, and external stakeholders, making a real impact on our community and organisation-wide financial strategy.

This is your chance to bring your expertise to a role where your leadership, vision, and commitment to continuous improvement will be valued and supported. You'll be front and centre – empowered to guide, coach, and develop your team, while collaborating across the organisation to deliver outstanding results.

Team Size: You'll directly manage two Team Leaders and an undergraduate, with a total team of 10 all working together to deliver excellence in rates and debtor management.

This is a full-time 35 hour per week parental leave term contract position till October 2027 with the possibility of extension. Salary from \$144,552 per annum plus 12% superannuation. (Salary package will be assessed based on skills, experience and qualifications)

Interested?

Click on 'Apply' to complete your online application.

You will be prompted through the application to answer the selection Criteria as outlined overleaf.

Contact Diane Ball Personal Assistant to Brian Jenkins Chief Financial Officer on (02) 4227 7011 for questions related to the job.

For questions related to submitting your application online, our recruitment process or you require adjustments in the recruitment process, please contact the Talent Acquisition Team on (02) 4227 7065.

Applications close 11:59pm, Thursday 9 September 2026

Interviews are expected to be held on Thursday 17 September 2026.

How you'll make a difference

- Lead the strategic development, calculation, and communication of Council's Revenue Policy for Rates, Annual Charges, and associated frameworks.
- Champion customer service excellence for Rates and Sundry Debtors, ensuring a responsive, professional, and empathetic experience.
- Design and manage Hardship and Debt Recovery Policies, balancing efficient collection with equity and compassion.
- Oversee the planning, issuing, and management of Rates Notices, Annual Charges, and Sundry Debtor accounts.
- Ensure the accuracy and integrity of property rating information, supporting informed decision-making and high-quality service.
- Deliver organisational services including cash collections, payment gateways, and receipting systems.
- Advise on compliance with statutory, policy, and accounting standards, acting as a key regulatory advisor.
- Represent Council in legal proceedings related to Rates and Debtors, providing expert advocacy.
- Drive continuous improvement, process reengineering, and change management across the Rates Unit.

About you

You're an experienced rates professional with a passion for customer service and a proven ability to lead, coach, and develop teams. Thriving in complex environments, you bring deep knowledge of local government rating, debt recovery, and relevant legislation, complemented by a strategic mindset, analytical skills, and a commitment to continuous improvement. You value collaboration, empathy, and excellence, and you're ready to make a real difference for our community. Resilient and adaptable, you're skilled at managing stakeholder relationships, conflict resolution, and change.

Your background includes extensive experience in rates management within local government or similar environments, strong leadership and mentoring skills with a track record of building high-performing, customer-focused teams, and a comprehensive understanding of rating legislation, policies, and financial management. You possess advanced communication, negotiation, and influencing skills, as well as expertise in strategic planning, project management, and analysis. Your commitment to WHS compliance and maintaining a safe, supportive workplace is evident, and you hold relevant tertiary qualifications and/or extensive experience in Local Government Rating and Debt Recovery.



2025 Winner
AHRI Awards:
Best Employee
Experience
Strategy



2025 Highly Commended
NSW Local Government
Excellence Awards:
Organisational Diversity
& Inclusion



Veterans
Employment
Program



Committed
to Core
Inclusion

Selection Criteria

Wollongong City Council uses a merit-based recruitment process.

To support the panel in assessing your suitability, please respond to the criterion in detail. Your responses should clearly demonstrate how you meet each requirement, using specific examples that highlight your relevant skills, experience, knowledge, and attributes.

Please ensure your answers are authentic and reflect your own experiences. Responses generated by AI or copied from generic sources are discouraged, as they do not provide the depth or relevance needed for effective assessment.

We also encourage you to reflect on how your approach and values align with Wollongong City Council's core values: Respect, Integrity, One Team, Sustainability, and Courage. The more detail you provide, the better equipped the panel will be to understand your capabilities and alignment with the role and our organisation

1. Detail your qualifications and/or extensive experience relevant to this position.
2. Outline your experience leading, influencing and driving change to gain commitment and develop a high performance, customer and team focussed culture.
3. Provide an example when you have used high level conflict resolution, problem solving and negotiation techniques.
4. Tell us about your project management skills , your ability to manage multiple projects, meet strict deadlines and deliver identified outcomes.



Why you'll love working here

We're values based, and purpose-led

We care about our community and aim to create an extraordinary Wollongong. This is achieved by working toward the goals in the Our Wollongong Our Future Community Strategic Plan 2035. Our work is guided by our values of Courage, Integrity, Respect, Sustainable and One Team.

Make a difference in your community

You'll be part of a team that makes a positive impact through the services they provide, the infrastructure they build and the community they create.

Be your authentic self

Our strength is the diversity of our people. Council is an inclusive workplace where everyone is welcome, valued and belongs.

Grow capability and opportunity

We'll invest in you to develop the next generation of leaders who'll deliver services, projects and infrastructure that can only be found in large complex organisations.

Create local and industry connections

As part of a large and complex Council in a major city, you'll establish networks with a range of Local Government Industry peers, bodies, associations and organisations.

Career growth and recognition

Reward and recognition, corporate learning opportunities, study assistance, and leadership development programs to help you grow and succeed.

True work-life balance

We know you work hard, and we make sure that effort is rewarded with real flexibility. Our hybrid work options, flex-time, and rostered days off mean you can maintain balance with family and enjoying our coastal lifestyle, while delivering great outcomes for community.

Great working conditions

Enjoy a 35-hour work week

Generous leave provisions

Five weeks of annual leave per year (pro rata) and access to long service leave after just five years.

Health, safety, and wellbeing

We prioritise a safe workplace for everyone, every day, everywhere. Our wellbeing programs support mental, physical and social wellbeing of our people to be at their best and include an Employee Assistance Program, skin and hearing checks, vaccinations, and discounted gym memberships.

A vibrant social culture

We have a thriving Social Club hosting a range of fun activities year-round from trivia to happy hour events, themed nights and more. There's a dedicated social space with table tennis, pool table and shared break out areas.



Next steps

How to apply

Click apply and submit your up-to-date resume and answer the selection criteria questions.

Your application will be assessed following the conclusion of the advertising period.

We will keep you informed during the recruitment process to:

- Advise you of your progress through each stage;
- Explain assessments that you need to complete;
- Notify you of the outcome of your application by email or phone, and
- Provide you with feedback on your request.

For assistance in submitting your application, please contact the Talent Acquisition Team on (02) 4227 7065.

More information

- We encourage applications from everyone regardless of gender, age, ethnicity, cultural background, faith, disability or gender identity. People with disability are encouraged to reach out so they can be supported to access adjustments in recruitment processes and in the workplace, to enable them to demonstrate their skills and capabilities to meet the requirements of the job.
- Wollongong Council adheres to the principles of a child safe organisation and is committed to the care and protection of all children and young people in the community.
- Suitable candidates may be placed on an eligibility list for future opportunities in the team, which may include full time, part time, temporary and or casual.
- Suitable candidates are subject to employment screening which includes reference checks, Identity and Medical History Checks, and may also include a Nationally Coordinated Criminal History Check and Working with Children Check. Employment is subject to clearance of all these checks.

