

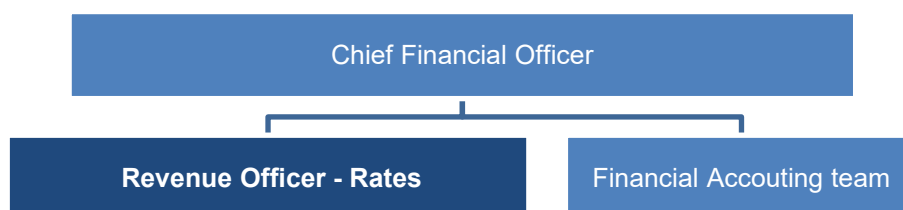
Position Description

Position Title	<i>Revenue Officer -Rates</i>
Position Code	CORP006
Directorate	Corporate Services
Department	Chief Financial Office
Reports To	Chief Financial Officer (CFO)
Direct Reports:	Nil
Position Classification	Administrative/ Technical/ Trades Band 2, Level 2
Position Status	Permanent, Full-time
Position FTE Hours	35 hours
Allowances	Nil.
Special Conditions	Ad hoc out of hours work may be required to undertake duties.

PRIMARY PURPOSE OF THE POSITION

The purpose of this position is to co-ordinate the timely and accurate preparation of the rates levy, supplementary levies, debt recovery and monthly financial management reports. Providing daily property and rating, special rates and charges, Land Information Certificate and property valuations services to Council clients in a timely, efficient and accurate manner. This role is responsible for ongoing development and maintenance of Council's rating strategies, policies, procedures and systems to ensure that statutory requirements are met and in the development of rating systems to enhance the quality and timeliness of rating and debt recovery information provided to customers.

PORTFOLIO STRUCTURE



KEY AREAS OF DELIVERY	Est. % of time spent
<i>Calculate levy and manage collection of rates and charges in accordance with the Local Government Award (including debt recovery)</i>	35%
<i>Management of the rating and property modules in line with administrative needs for the quality and integrity of the data available</i>	45%
<i>Together with the Revenue Officer – Water, manage the rates and water revenue function ensuring high levels of internal and external customer service are met or exceeded via knowledge sharing and training</i>	20%

REQUIRED QUALIFICATIONS, SKILLS & EXPERIENCE

Qualifications:

- Tertiary qualifications in Finance, Accounting or related discipline &/or extensive equivalent experience
- Eligibility for membership of relevant professional body or equivalent to maintain industry best practice knowledge.

Licences and Compliance:

- Current Class C Drivers Licence
- Satisfactory Criminal Record Check

Personal Attributes:

- Delivers strong results with accountability and problem-solving mindset.
- Demonstrates resilience, composure, and adaptability under pressure.
- A solid 'can do' attitude with complex problem solving and solution finding at your core
- Highly agile, resilient and able to manage multiple competing demands
- High level communication, conflict resolution and negotiation skills
- Results drive – able to set, monitor and adjust projects and work plans to achieve outcomes
- Demonstrated ability to model Council's key values and desired behaviour

Skills and Experience:

- Minimum 3+ years' experience in a similar role leading finance functions and/or teams
- Demonstrated background in revenue management including debt recovery
- Experience in attention to detail, accuracy and numeracy skills
- Highly developed customer service skills with experience in revenue, rating and/or related field.
- Demonstrated understanding of accounting in a Local Government context and/or experience
- Comprehensive knowledge of Property Financial Systems used in Local Government or other relevant experience that would meet the legislative and knowledge of the rating provisions of the Local Government Act;
- Knowledge of the rating provisions of the Local Government Act;
- Previous experience using Geographical Information Systems (GIS) programs or willingness to learn
- Able to determine categorisation of rateable land;
- Able to confidently Sign 603 certificates on behalf of Council;

- Confidence in approving or denying applications for pensioner rebate deduction
- IT: Confident in technology systems such as customer management, online financial systems, tasking, project management tools and the full Microsoft 365 products.

POSITION ACCOUNTABILITIES AND DUTIES

Rates Operations

- Prepare revenue forecasting & modelling for annual rates & services levy to project income for estimates and budgetary purposes (in accordance with the Local Government Act) including preparation of annual rating return for the Office of Local Government (and supporting documentation for auditors);
- Lead the function with high levels of customer service on all Council rates-related enquiries, in person and online, with high levels of discretion, confidentiality, judgement and professionalism. Supporting in the upskilling and 'front line' response to basic rates enquiries in the Business Support Team;
- Assess and process pensioner applications and annual audit of pensioner rebates. Preparation of annual pensioner subsidy claim for the Office of Local Government (and supporting documentation for auditors) for reimbursement to Council;
- Determine details to be included on all rates notices ensuring that the relevant sections, as required by the *Local Government Act*, are correct and printed on the notices. Production of annual rate, instalment and water notices, including management of portal for e-notices and coordinating with external printing contractor to ensure quality of supply at best pricing;
- Prepare reports to Council on behalf of Director Corporate Services in relation to rating and water revenue issues and assisting the Director Corporate Services and other staff with the completion of annual statistics relating to rates and charges. This also includes advice to management on rating & property matters to ensure adherence to Local Government Act;
- Manage Council's Rates and Property Systems, including:
 - a. the revaluation and supplementary valuations as provided by the Valuer General's Office;
 - b. the management and review of property rating categories;
- Manage and monitor direct debit payment method of rates, and assist and advise ratepayers on deduction amounts including negotiation with ratepayers in relation to repayment arrangements, exercising judgement and empathy;
- Monitor the collection process of Council rates. Determine which accounts are to be referred to Council's collection agency for legal action and ongoing management of the accounts until paid in full.
- Responsible for the maintenance and integrity of Council's rates, property and name & address databases including management of land valuations and associated maintenance of rating, property and mapping records including street names and numbering, subdivisions and valuation objections;

- Preparation of major agent billing for NSW Land and Housing Corporation;
- Process sales transfer notifications, and liaise with solicitors regarding settlement figures maintaining strong partnerships with all external agencies, and responsive service;
- Ongoing categorisation and services audits to ensure correct charges are levied, and that properties meet requirements under Local Government Act. This may include processing supplementary levies when required;
- Check and sign 603 Certificates and Water Meter Reading Certificates;
- Monitor, prepare and review internal rates-related information including but not limited to policies and procedures in relation to rates and charges revenue issues, financial end of year procedures and reporting for audit checks, and maintaining mapping linkages to rating software;
- Reconciliation of rates ledger accounts for trial balance sign off.
- Responsible for ongoing review (and development) of protocols and procedures for financial processes and activities for continuous improvement and knowledge management.
- Ongoing digitisation of processes and continuous improvement activities, managing system and process change with detail, focus and adaptability.
- Updating and ensuring documentation and training to backup officers is undertaken routinely to provide business continuity.

KEY RELATIONSHIPS

Internal (Council)	• <i>Supervisors, Managers and Directors to advise and support on Rating related matters</i> • <i>Customer service, Governance and Grants functions for liaison on rating matters</i> • <i>Business Support Officer and Water Billing Officer to provide information for rate payers and inform WB Officer of decisions made in their absence</i> • <i>Engineering Department for Rural addressing enquiries, data capturing.</i>
External (Industry)	• <i>Central NSW Joint Organisation (Central JO)</i> • <i>Council external contractors</i> • <i>Other Councils or consultation</i>

POSITION CAPABILITIES

LGNSW Capability Framework		
Capability Group	Capability Name	Level Required
 Personal Attributes	Manages Self	Advanced
	Displays Resilience and Adaptability	Advanced
	Act with Integrity	Advanced
	Demonstrate Accountability	Adept
 Relationships	Communicate and Engage	Advanced
	Community and Customer Focus	Advanced
	Works Collaboratively	Adept
	Influence and Negotiate	Advanced
 Results	Plan and prioritise	Advanced
	Think and solve problems	Adept
	Create and Innovate	Adept
	Deliver Results	Advanced
 Resources	Finance	Advanced
	Assets and Tools	Adept
	Technology and Information	Adept
	Procurement and Contracts	Intermediate
 Workforce Leadership	Manage and Develop People	N/A
	Inspire Direction and Purpose	N/A
	Optimise Workforce Contribution	N/A
	Lead and Manage Change	N/A

CORPORATE VALUES

As a values-based organisation, Council demonstrates its values through workplace behaviours. These behaviours provide a framework for staff to model behaviour across the organisation. Underpinning the behaviours is the Forbes Shire Council Code of Conduct. Council's corporate values are listed below:



Authentic

We are trusted, accountable and predictable in all of our engagements.



Connected

We connect with each other, our community and our stakeholders to listen, understand and deliver.



Decisive

We act with clear purpose, plans and sound judgement to courageously create and seize opportunities.



Consistent

We have clear and transparent frameworks and processes governing our directions.

COUNCIL WIDE RESPONSIBILITIES

- Ensure compliance with the WHS Act 2011 and its regulations, including:
 - Report any injury, damage, unsafe condition or hazard to the immediate supervisor, or an appropriate person;
 - Wear protective clothing or equipment in the manner intended (if required);
 - Take reasonable care for the health and safety of all persons who are at their place of work;
 - Ensure that the worker themselves and employees comply with Council's psychosocial safety management plan and foster a culture of positive and proactive management of psychosocial risk;
 - Ensure that all employees and contractors under their direction or control receive adequate instruction for the safe and efficient performance of their duties;
 - Correct unsafe and/or unhealthy practices or conditions in areas under the control of the position to the full extent of the position's authority or refer to relevant Supervisor, Manager, or Manager People and Strategy;
 - Cooperate with the supervisor in the measures taken to ensure Work Health and Safety;
 - Undertake prompt and direct reporting of all WHS related matters through Council's online system or via phone call to Supervisor within reporting timelines.
- Participate fully in prompt investigation of all serious or potentially serious accidents which result in, or could have resulted in either injury to persons or damage to property, or human resource implications so that remedial action may be effected promptly;
- Work cooperatively in a team environment and provide support and/or technical advice as required across other areas of Council in a timely manner and within SLAs.
- Assess and continuously improve work practices and procedures on a regular basis, via consultation and daily practice to achieve Council's goals;
- Comply with all Council's policies and procedures and Code of Conduct;
- Complete other reasonable duties as directed by the nominated Supervisor;
- Financial delegation as per Council's delegation register.
- Undertake other relevant duties as directed which are consistent with the employee's skill, competence and training.

ASSETS

IT Assets

- Laptop

Fleet Assets

- Access to a pool car for Council business purposes

OTHER REQUIREMENTS

- Australian Drivers Licence
- National Police Check (Compliance with Councils Criminal Check Protocol)
- Australian Working Rights

N.B. These form part of formal employment contract prior to valid offer.

GENERAL

- The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required.
- You will sensibly and responsibly use all Council issued assets and devices (vehicles, mobile phone, laptop, tablets and lone worker devices and comply with the Workplace Surveillance Policy.
- Local Government (State) Award conditions apply to all entitlements.
- The Position Description links to the overall Organisational Delivery/Operational Plan which ties into an employees' key performance indicators (KPIs) as part of their annual performance review.
- Position descriptions may be amended from time to time in accordance with business needs and in consultation with the incumbent of the position.

I acknowledge that I have read and understood the duties, responsibilities and delegations of the position as outlined in the above Position Description

Full Name of Employee	
Signature of Employee:	
Date:	

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