

POSITION DESCRIPTION

Position Title:	Coordinator Rating Services		
Classification:	Band 8	Status	Full Time – Maximum Term
Group:	Customer, People and Performance	Business Unit:	Finance
Reports to:	Chief Financial Officer		
Direct Reports:	Rates Specialist and Rates Officers	Date:	September 2024

ORGANISATIONAL CONTEXT

Cardinia Shire Council (Council) is committed to building a sustainable shire for present and future generations to enjoy. Council plays an important role in contributing to life in our community. We provide services which supports the wellbeing of our residents now and into the future.

To deliver on our commitment, we are developing a skilled and professional workforce that embraces our organisational culture, values, and demonstrates key leadership capabilities. Our culture is defined by working together, working differently, and working for the future. We value teamwork, respect, accountability, communication, and customer focus. These values underpin our work and our behaviours ensuring we deliver on the Council's vision while maintaining a healthy, engaging, and inclusive workplace.

POSITION OBJECTIVES

This role leads the Rating Services team in providing efficient rating and revenue services and driving the development and continuous improvement of an effective rating strategy and framework. The position is responsible for applying a high-performance approach to creating and collecting rates and charges revenue and coordinating timely management of property valuations and supplementary rates.

A key focus of the role is to lead the Rating Services team in providing customer centric rates and revenue services within regulatory timeframes and requirements, supporting Council to deliver its services efficiently and effectively in a dynamic high growth environment.

KEY RESPONSIBILITIES AND DUTIES

Key responsibilities include, but are not limited to:

- Lead and coach the Rating Services Team, driving the team to adopt a customer centred approach to all related interactions with Council and the community.
- As an effective and innovative member of the Finance leadership team, demonstrate a commitment to continuous improvement, customer service and teamwork.
- Prepare and manage the annual budget for the Rates Service department, understanding the principles and practices of working within a budget and relevant accounting and financial procedures.
- Build a strong and high performing culture in the Rating services team through effective management of team performance, training and development.
- Lead and oversee the development of Council's rating strategy, the annual rating process, and rate budget modelling to deliver effective rates management to support Council in its delivery of services.
- Oversee the maintenance of property and rates records, generation of Council property rate & charge notices and Land Information Certificate issuance.
- Oversee the administration of Fire Services Property Levy requirements including provision of data and reporting to internal and external stakeholders and year-end external reporting as required.
- Oversee the process for Pensioner Rate remissions and ensure reimbursements are claimed promptly from the Department of Human Services
- Oversee the operation of the rates administration functions of Council including the provision of timely and value-add customer support in relation to rates and charges queries.
- Oversee the proactive debt recovery function in line with recovery procedures to support effective cashflow management for Council. This includes provision of payment plans and financial hardship support in line with Council policies and appropriate legislation.
- Oversee the valuation data collection process, including the processing of Supplementary Valuations, Property Creations extending to Street Numbering and Street Naming processes and the issuing of rate notices whilst ensuring compliance with Council and State Government policy.
- Oversee and manage the processing of waste adjustments and issuing of rate notices for waste management levy amendments including garbage, recycling and green waste.
- Perform the delegated authority from the CEO to waive rates, charges and interest under Section 171 (3) of the *Local Government Act 1989* (or any other relevant future or current legislation).
- Review responses to rates enquiries, complaints, FOI requests from a wide range of stakeholders.
- Proactively work collaboratively with teams across the organisation to build trusted relationships in ensuring rating services meet the business needs and engage in projects to deliver opportunities to improve processes, policies and systems. Respond to property data/location requests/queries from internal stakeholders including Compliance, Health, Building, Planning and Property and Valuations.
- Ensure communication and consultation with internal and external customers is maintained and appropriately documented by the Rates team at the highest level.
- Oversee maintenance of the revenue system, rates customer platforms, and intranet content to ensure data integrity, controls, processes, and related communications to stakeholders are effective.
- Develop and implement operational delivery plans, strategies and standards that drive

quality service delivery, process improvement and promote multi-skilling within the team.

- Manage team tasks and overall team knowledge base ensuring appropriate and effective task rotations within the team.
- Provide information and advice to customers, including specialist rating advice and problem solving.

POLICY AND PROCEDURE COMPLIANCE

- Adhere to (and promote) HR, IT, OH&S/Risk Management policies, procedures and practices.
- Demonstrate understanding and accountability for record keeping policy including the accuracy and capture of data, the sensitivities involved and the release and destruction of documents.
- Ensure compliance with Council policies and procedures in ensuring an adequate standard of internal control over rating functions is maintained.

OCCUPATIONAL HEALTH & SAFETY RESPONSIBILITIES

- Take reasonable care for the health and safety of yourself and others in the workplace, ensuring we provide and maintain a working environment that is safe and without risk to the health of employees, contractors, visitors and the general public, as far as is reasonably practicable.
- Ensure all legislative and regulatory responsibilities are addressed and met in relation to occupational health and safety.
- Responsible for ongoing consultation with employees, employee health and safety representatives and supervisors to identify and eliminate hazards and risks in the workplace.
- Ensure hazards, incidents, near misses and injuries are reported immediately and recorded within the appropriate system.
- Actively participate in the planning and execution of Return-to-Work plans as required.

ACCOUNTABILITY AND EXTENT OF AUTHORITY

- Demonstrate personal and professional integrity consistent with Cardinia Shire Council values.
- Provide expertise on rates and revenue matters and be governed by the policies, objectives and budgets with a regular reporting mechanism to ensure achievement of goals and objectives.
- Freedom to act is governed by goals and policies of the unit, council policy, statute and subordinate legislation and budgets.
- Provide support to the Manager Finance and Chief Financial Officer as requested
- Deliver a positive internal and external customer experience focussed on the employee lifecycle.
- Provide leadership, specialist advice, direction and expertise on policy, goals and projects within People Operations to employees, leaders and key stakeholders to support the achievement of the Council Plan and organisational strategy and goals.
- Manage employee resources in accordance with the strategic workforce plan requirements.
- Manage business unit operational budget within set parameters and delegation of authority.
- Development and maintain related policies, practices, and procedures.

JUDGMENT AND DECISION MAKING

- Make decisions on matters which are the responsibility of the position within delegated authority, legislative requirements.

- Ensure an adequate standard of internal control over policy and procedures is maintained.
- Operate in a self-managed way to engage the organisation to create a continuous improvement culture through procurement throughout the organisation.
- Be responsive to requests involving research, identification and application of alternative course of action, in consultation with the Manager Finance.
- Operate in a specialised environment with limited day-to-day management.
- Exercise independent judgement, considering operational requirements, utilising existing policies and procedures, relevant legislation and the Enterprise Agreement to make decisions.
- Work involves the application of improvement suggestions, recommendations and problem solving
- Solve complex and high-risk problems.

SPECIALIST KNOWLEDGE AND SKILLS

- Highly developed skills and understanding of the application of rating legislation, issues and emerging trends, including recommendations for action.
- Extensive knowledge, understanding and practical experience in Local Government Property, Rating and Valuations, including an understanding of the strategy/context of the wider organization and sector.
- Strong analytical skills to assess multiple sources of data and/or information, together with the ability develop clear and concise reports with appropriate recommendations.
- Well-developed skills in customer service delivery and processes.
- Well-developed evaluation, analytical, investigative and problem-solving skills.
- Ability to deal with sensitive and/or political issues with tact and diplomacy while maintaining confidentiality.
- High level knowledge of internal and system controls surrounding Council's rating information which require regular review, monitoring and reporting.
- Well-developed computer skills in revenue and rating management systems and processes.
- Demonstrated commitment to excellence in customer service.
- Sound knowledge and application of principles and practices of budgeting and relevant accounting and financial procedures and internal controls.
- Possess comprehensive working knowledge of systems and protective factors around keeping children and young people safe including child first and child protection reporting/services including Child Safe Standards.

INTERPERSONAL SKILLS

- Excellent verbal and written communication skills, including the ability to explain complex rating concepts, policy and procedures and provide expert advice on rating, property valuation and revenue matters to a wide range of audiences.
- Strong collaboration skills in building trusted stakeholder relationships to discuss and resolve conflict regarding rating and revenue issues and supplementary rates processes.
- Demonstrate self-awareness and a commitment to personal growth.
- Display resilience and agility in a changing work environment.
- Possess negotiation and interpersonal skills with the ability to clearly articulate and present information as required.
- Proven ability to build and maintain productive and respectful relationships and partnerships.
- Proven ability to maintain high levels of confidentiality.

MANAGEMENT SKILLS

- Strong skills in managing schedules, setting priorities, planning and organising schedules for own work as well as for projects with several participants.
- Work closely as a trusted specialist across the organization to determine how to deliver rates and revenue services in a customer focused way.
- Ability to guide and motivate others in technical skill development.
- Ability to supervise tertiary qualified employees or employees with extensive experience when required.
- Conduct and chair meetings where appropriate, obtain agreement and resolve issues within scope of responsibility.
- Be proactive and prioritise activities according to level of urgency with the ability to achieve objectives despite conflicting pressures.
- Ability to make independent decisions, good judgement and work with autonomy, initiative, and minimum supervision.
- Promote a culture of learning by proactively seeking opportunities to challenge and develop team members and provides practical feedback to maximise performance.
- Support high performance through regular coaching with direct reports, and role modelling shared leadership.
- Ability to set priorities and achieve targets within allocated budgets and resourcing.
- Lead and influence a collaborative and innovative values-based culture.
- Adopt a commercial and entrepreneurial approach to the design and implementation of programs.
- Foster innovation and improves work practises and processes.

QUALIFICATIONS AND EXPERIENCE

- Tertiary qualification or equivalent relevant experience in rates and revenue management.
- Demonstrated experience in the operation of rating and revenue management functions of Council in accordance with statutory obligations and organizational goals, objectives and policies.
- Experience in leading, mentoring and developing a team of diverse professionals.
- Experience in working in a complex, multi-disciplinary organisation.
- Data analysis and report writing, with a strong attention to detail.
- A current Victorian Drivers Licence.

KEY SELECTION CRITERIA

- Proven experience in leading a high performing team in a large organisation. Ability to deliver dynamic leadership and effectively manage, support and coach employees to achieve team and organisational goals.
- Financial acumen and the ability to manage business unit budgets effectively.
- Demonstrated experience in building trusted relationships to gain cooperation and negotiate conflict resolution to rating and revenue issues and supplementary rates processes.
- Demonstrated understanding of annual rates and charges processes, including property valuation, supplementary rates and debt administration.
- Proven experience in contributing to the development, implementation and continuous improvement of the rating framework to support effective rating and revenue collection.
- Demonstrated experience in utilising and maintaining rating and property management systems and Microsoft Office. Experience in Property.gov or equivalent is highly regarded.
- Communication, negotiation and interpersonal skills with the ability to clearly articulate and present information as required.

- Able to work independently and make sound decisions based on experience and good judgement.
- Ability to deal with concerns effectively, diplomatically, and confidentially.

CONDITIONS OF EMPLOYMENT

Terms and conditions of employment are in accordance with the Cardinia Shire Council Enterprise Agreement 2024 and Cardinia's policies and procedures.

Tenure This is a full time maximum term position.

Pre-employment checks All appointments are subject to a National Police Record Check, pre-employment medical check, and a six-month probationary period (new employees only). Certain positions may also require a Financial Background Check, Traffic Check or Working with Children Check.