

Position Description

Coordinator Revenue



Current Incumbent:	-
Position number:	341-1
Department:	Finance
Directorate:	Corporate Performance
Classification:	Within Band 7 of the Moira Shire EA
Award:	<i>Victorian Local Authorities Award 2001</i>

About working with Moira Shire Council

Moira Shire Council is an innovative and progressive local government organisation committed to serving the needs of communities across a large regional shire. We are an equal opportunity employer committed to providing a safe working environment that embraces and values child safety, diversity and inclusion.

We offer excellent conditions, flexible working arrangements, and health and wellbeing support in an encouraging, family friendly environment.

Role Purpose and Objectives

The purpose of this position is to lead the revenue and rates team through resourcing and decision making so the team can operate as efficient as possible.

The objective of the role is to:

- Oversee the entire Rating and Revenue collection process (with support from Manager Finance) from policy, procedure, modelling, raising, issuing, collection and follow-up of rates, accounts receivable and other revenues.
- Efficiently and effectively deliver Council's revenue, rating, and valuation operations, including finalisation of Fire Services Property Levy reporting and ongoing reporting requirements for the Emergency Services and Volunteers Fund, in accordance with relevant legislation and Council policies.
- Support and manage the resourcing needs of the revenue and rates team.
- Be the senior point of contact for customer requests if escalated.
- Provide technical advice to the team and organisation.
- Provide insight into the performance of Council's recovery of rates through monthly reporting.
- Escalate any matters to the Finance Manager or Executive Leadership Team as required.
- Ensure the timely and accurate preparation and submission of all relevant financial and statutory reports and returns.

Organisational Relationships

Reports to: Manager, Finance

Supervises / Manages: Revenue Officers and Analysts

Internal Liaisons: Senior Leadership Team and Executive Leadership Team

External Liaisons: Rate payers, State Revenue Office, LG Valuation Services and debt collection service provider

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Key Responsibilities and Functions

Revenue

- Ensure rates are raised using accurate valuations and in line with legislative requirements.
- Develop rates modelling to support the development of the annual budget, rating strategies and plans and related disclosure requirements.
- Ensure compliance with the Minister for Local Governments directions regarding annual Rate Caps, including calculation of the rates cap for budgeting and setting rates.
- Preparing annual / quarterly / monthly returns and submissions (e.g. Fire Services Property Levy (or equivalent), annual rates cap etc).
- Ensure the verification, reimbursement and auditing requirements of pension concession rebates granted on Council Rates and Charges in accordance with relevant legislative requirements and administrative guidelines.
- Ensure due care and skill is applied to administrative matters such as the issue of land information certificates, notices of acquisition etc.
- Assisting with all necessary returns and statistics as required by various Authorities, including parts of Victorian Grants Commission, Bureau of Statistics, Valuer General's Department and other bodies using Council's valuations.
- Maintaining relevant policies, procedures, guidelines and customer information.
- Overseeing the day-to-day operation of the Accounts Receivable and Rating functions including but not limited to the issue of all types of annual charges for the organisation, processes for back-of-house receipting, processing of interest charges on a regular basis.
- Coordinating Council's Valuer/s to ensure the revaluation and supplementary valuation of properties within the municipality are undertaken in a timely manner.
- Coordinating the continual data cleansing processes to increase the accuracy of Council records.
- Liaising with and assisting community groups with applications for exemptions under s.154 of the Local Government Act 1989.
- Assist the waste team with quarterly verification checks of kerbside service data to ensure the rating module aligns with third party service provision data to reduce the risk of revenue leakage.

Financial Management

- Work with the Manager Finance to develop and maintain Council's long-term financial plan through the Council Revenue and Rating Plan – 4-year outlook for Revenue and Rating and Council's Rating Strategy.
- Provide input into monthly, quarterly and annual financial reports including the preparation of relevant note disclosures in the Annual Financial Report and Annual Budget documents.
- Ensure that ledgers, journals and associated records in relation to Council's rates, charges and revenue are maintained and reconciled to meet Council's financial reporting requirements.

Property & Valuations

- Maximise Council's level of property matching with State Government Landata database.
- Accurately maintain ratepayer property records and related information.
- Manage the Council's property valuations and other relevant contracts (road numbering etc).

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Debt Collection

- Ensuring rates and other revenue are collected in a proactive manner.
- Review hardship applications and recommend appropriate solutions in accordance with Council policy.
- Take appropriate action to ensure payment of rates and fees and appropriate methods of debt recovery are implemented, which may include initiating procedures up to and including Section 181 *Local Government Act 1989* procedures.
- Liaise with and provide direction to Council's debt collection provider on recovery actions to implement and where escalation is required, provide recommendations to the Manager of Finance or Director of Corporate Performance.
- Upon approval from Manager of Finance or Director of Corporate Performance, initiate legal proceedings with Council's debt collection agency to recover rate monies due to Council once other avenues of debt recovery are exhausted.
- Negotiate payment arrangements with ratepayer's whose accounts are in arrears.

Management of Revenue Team

- Providing leadership, creating and maintaining a culture that supports high levels of staff engagement and performance, promoting excellence, continuous improvement, team building, skills development and career progression.
- Providing guidance and direction to staff through team and individual performance indicators.
- Undertaking annual staff performance and development plans as per organisational policy, providing regular feedback as required.
- Supporting the development of employees within the unit and facilitating the transfer of knowledge between team members.
- Provide timely and accurate information, advice, and recommendations to the Manager of Finance.
- Ensure revenue team resourcing allows a staff member available to answer and address rate payer enquires.

Although an employee may be appointed to a particular position, Council may ask for duties to be carried out in other areas that are within their range of skills, competence and training.

Position Descriptors

Accountability and Extent of Authority

The prime responsibility of this role is to manage the day-to-day planning and supervision of the Revenue team, provide backfilling support to the Revenue team and provide a high level of customer service in the resolution of specialised customer enquiries.

The Officer is accountable for:

- Providing information, and recommendations to the Manager of Finance, Executive Leadership Team and Council as appropriate.
- The provision of high quality, comprehensive, accurate and timely advice on matters as defined by regulation or policy as well as monthly reporting on debtors.
- Adherence to all relevant legislation, Council policies and procedures, and relevant

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budgets.

- Oversee the annual roll over of the revenue and rating system to ensure its performed efficiently and effectively with minimal system down time to allow the processing of transactions in the new financial year.
- Supporting the Finance team with reporting requirements to the Essential Services Commission.

The Officer provides specialist advice and makes recommendations on, and has input into:

- Taking action up to and including prosecution for non-payment of rates including Magistrates Court proceedings
- Undertake procedures related to Local Government Act 1989 Section 181 – “Council may sell land to recover rates or charges.”
- Aware of the status of all Council controlled properties.
- Procedure and policy development as well as providing advice on Council’s Revenue and Rating Plan.
- Liaison with a diverse range of stakeholders, including employees, external agencies and customers.
- Making recommendations on actions related to property rates, charges and valuations requiring the Chief Executive Officer or Director of Corporate Performance approval e.g., Disposal of land where rates/charges are unpaid, deferral of payment where applicant shows evidence of hardship or if a parcel of land is deemed not ratable in accordance with s. 154 of the Local Government Act 1989.

Judgement and Decision Making

The Officer operates in a well-defined range of activities and has scope to utilise alternative methods, technologies or processes to achieve the desired outcomes. The Officer must exercise judgement about issues including:

- When to waive (or vary) interest
- Taking appropriate action to ensure that customer requests are responded to in a timely and appropriate manner.
- Taking action to ensure payment of rates and fees etc., including initiating prosecutions up to and including Section 181 Local Government Act 1989 procedures where all other avenues of recovery have been exhausted.
- The problem-solving process involves the application of existing policies and procedures; however the Officer is required to assess individual cases which may require creativity and sensitivity in applying these techniques. Guidance and advice are usually available within the Council.

Specialist Skills and Knowledge

- Understanding of the underlying principles when interpreting legislation and regulations is a key element of the position including the relevant policies, procedures and precedents in respect of the Rates and Revenue Management functions.
- Detailed knowledge of all relevant statutes and regulations.
- Extensive experience in rates and rating systems.
- Knowledge of relevant software packages and monitoring trends in use and application of technology e.g. GIS, MapInfo etc.
- Demonstrated experience in supervising staff.
- High level of literacy in computer applications such as Word and Excel.

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Management Skills

- Ability to manage time, set priorities, plan and organise own work and be able to meet deadlines and objectives.
- Ability to supervise and manage employees, including the delegation and supervision of their workload.
- Ability to implement personnel practices related to equal opportunity, occupational health & safety and employee development, both on an intra and inter departmental level.
- Political sensitivity and acumen.
- Multi-skilling and flexible work practices.

Interpersonal Skills

- High level of interpersonal skills, including written and verbal communication.
- Ability to gain cooperation from others and the ability to work with people from diverse backgrounds.
- Conflict resolution and negotiation skills.
- Ability to create and maintain a rapport with staff, suppliers and customers to establish strong working relationships.
- Ability to represent and enhance the image of the Council to both internal and external customers.
- Committed team player with the ability and desire to contribute to team development.

Key Selection Criteria

Essential qualifications and experience

- Extensive experience Council revenue and rating systems
- Relevant tertiary qualification and/or extensive experience in a comparable role.
- Detailed knowledge and understanding of relevant legislation and regulations pertaining to the levying and collection of Council rates.
- High quality interpersonal skills, including written and oral communication and negotiation skills.
- Experience in supervising staff.

Desirable qualifications and experience

- Experience using Civica Authority
- Detailed knowledge and understanding of the *Local Government Act 1989*.

Licenses and mandatory requirements

- None

Inherent physical requirements

- High
 - Extended periods of sitting and computer work.
- Medium
 - Dealing with sensitive situations and sometimes aggravated customers.







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- Low
 - Working under pressure (e.g. constantly working to deadlines / conflict resolution)

Core Competencies (As defined in the Moira Core Competency Framework)

Moira Value	Competency	Role requirement
 Respect	<ul style="list-style-type: none"> Community and customer focus Plan and prioritise 	Tier 1 Essential
 Honesty	<ul style="list-style-type: none"> Communicate and engage Display resilience and adaptability 	Essential Tier 1
 Accountability	<ul style="list-style-type: none"> Demonstrate accountability Deliver results 	Essential Essential
 Teamwork	<ul style="list-style-type: none"> Create, innovate and solve problems Work together 	Essential Essential
 Integrity	<ul style="list-style-type: none"> Manage self Act with integrity 	Essential Essential
 People Leadership	<ul style="list-style-type: none"> Manage and develop people Lead and manage change Think and act strategically Inspire direction and purpose 	Essential Essential N/A N/A

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Shared Organisational Responsibilities

Occupational Health and Safety

- Take reasonable care for own health and safety; and
- Take reasonable care for the health and safety of persons who may be affected by the employee's acts or omissions at the workplace; and
- Cooperate with employer with respect to any action taken by the employer to comply with a requirement by or under the OHS Act or Regulations
- While at work, an employee must not intentionally or recklessly interfere or misuse anything provided at the workplace in the interests of health, safety or welfare.
- Ensure hazards, incidents, near misses and injuries are reported immediately.

Code of Conduct

- Ensure that the Moira Shire Employee Council Code of Conduct and all organisational policies and procedures are adhered to.

Customer Service

- Provide quality customer service to both internal and external customers in accordance with Council's Customer Service Charter and Standards.

Recordkeeping

- Comply with records management obligations and responsibilities.
- Make and keep accurate and complete records of business activities and decision making in accordance with Council's Records Management Policy.

Confidentiality

- Comply with the requirements regarding collection, use and disclosure of personal information under the *Privacy & Data Protection Act 2014* and the Information Privacy Principles.
- Understand that unauthorised disclosure of Council information is prohibited (this includes but is not limited to intellectual property, council records, performance information and contractual arrangements) both during and after employment at Council.

Emergency Management

- Assist in Council's emergency management operations (as required under the *Emergency Management Act 2013 (and 1986)*) where required and within reason.

Risk Management

- Comply with Council's Risk Management Policy.
- Understand the principles and purpose of Risk Management.
- Understand all the risks associated with their activities and assist in the identification and management of risks.

Child Safety

- Ensure that behaviours and actions are consistent with the Victorian Child Safe Standards, related legislation and Council's Child Safe Policy.

Diversity and Inclusion

- Ensure compliance with equal opportunity, diversity, anti-discrimination and gender equality legislation, policies and procedures.

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Agreement

I hereby agree to the terms and conditions of this Position Description.

Incumbent's name: _____
(Print)

Signature: _____ Date: _____

Managers name: _____
(Print)

Signature: _____ Date: _____

Review of this Position Description

This position description will be reviewed in accordance with the *Victorian Local Authorities Award 2001*.

