



Rates and Property Lead

Division	Finance and Corporate Services	Department	Financial Operations
Reports To	Team Leader Rates and Property	Direct Reports	No

Position Purpose

In conjunction with the Team Leader Rates and Property, this position will lead and provide support, advice and mentorship to other team members in the delivery of an accurate, efficient and effective rating and property function for Council.

Key Responsibilities and Outcomes

Operational

As Rates and Property Lead you will:

- In conjunction with the Team Leader Rates and Property, lead, and assist with, the accurate and timely completion of all rates and property related activities, including the issuing of rates notices, to ensure compliance with all legislative requirements, Council procedures, policies and directives.
- Assist with leading and developing the capacity of the team by providing training, advice and mentoring to other team members while promoting a strong customer service ethos.
- Act as a key escalation point for internal and external stakeholders for complex rates and property related matters and undertake peer review of work where required.
- Provide accurate and timely information and specialist advice in the development and review of Council's policies and procedures relating to rates and property to support strategic and operational objectives and ensure compliance with relevant legislation.
- Establish and maintain relationships with internal and external stakeholders as required to ensure the effective delivery of rates and property services.
- Provide advice and guidance in the development, implementation, use, administration, maintenance, specification and upgrade of the corporate property and rating system.
- Assist with the continuous improvement of rates and property related processes to support the achievement of departmental and organisational objectives.

Values

At Moreton Bay Regional Council we are on a journey to creating a great culture. Our values shape the way we behave and how we interact with each other to deliver the best service to the community. The safety of you and the community is our number one priority and we are all responsible for creating an inclusive, safe workplace and protecting our environment. As a team member, you will take individual accountability for demonstrating the values, expectations and behaviours.

Decision Making

Budget - Not applicable

Delegations - Delegations under the *Local Government Act 2009* and as directed and published in Council's Delegation Register.

Knowledge & Experience

- Sound knowledge and experience in a rates and property environment, preferably in a large Council.
- Demonstrated time management skills to achieve proficiency and effectiveness in managing conflicting priorities and meeting deadlines.



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- Sound knowledge and understanding of the applicable legislation, industry standards and best practice as it relates to local government rating and property.
- High attention to detail with a focus on continuous improvement to ensure accuracy and efficiency in all tasks.
- Well-developed people and relationship skills with demonstrated ability to work and lead in a team environment communicating and motivating effectively at all levels of the organisation, contributing to a positive work environment with a strong focus on provision of quality customer service.

Qualifications

- Tertiary qualification in business, information technology or other relevant field, or demonstrated extensive experience in lieu of qualification.

This position description reflects a summary of the key accountabilities of the position, it is not intended to be an all-inclusive list of duties, steps and tasks. Leaders may direct team members to perform other duties at their discretion.