



POSITION DESCRIPTION

POSITION TITLE:	Coordinator Revenue Services				
POSITION NO:	406200	CLASSIFICATION:	Band 8		
DIVISION:	Corporate & Financial Services				
BRANCH:	Financial Services				
UNIT:	Revenue Services				
REPORTS TO:	Chief Financial Officer				
POLICE CHECK REQUIRED:	Yes	WORKING WITH CHILDREN CHECK REQUIRED:	No	PRE-EMPLOYMENT MEDICAL REQUIRED:	No

Yarra City Council is committed to being a [child safe organisation](#) and supports flexible and accessible working arrangements for all.

This includes people with a disability, Aboriginal and Torres Strait Islanders, culturally, religiously and linguistically diverse people, young people, older people, women, and people who identify as gay, lesbian, bisexual, transgender, intersex or queer.

We draw pride and strength from our diversity, remain open to new approaches and actively foster an inclusive workplace that celebrates the contribution made by all our people.

POSITION OBJECTIVES

The Coordinator Revenue Services is responsible for the accurate and timely administration and collection of Council rates and charges. This position will supervise the maintenance of rates and property information and provide strategic revenue advice to the Chief Financial Officer, members of Executive and Councillors.

ORGANISATIONAL CONTEXT

Council is committed to efficiently and effectively servicing the community to the highest standards; protecting, enhancing and developing the City's physical and social environment and building the population and business base. A major imperative of the Organisation is the introduction of a competitive business culture with an emphasis on customer service and continuous improvement.

Council recognises that its primary revenue stream is via the collection of annual rates and charges. The Revenue Services Branch is responsible for the

administering the raising of these rates and charges, as well as their ongoing administration and collection.

ORGANISATIONAL RELATIONSHIP

REPORTS TO	Chief Financial Officer
POSITION SUPERVISES	All Revenue Services Leaders and Officers
INTERNAL RELATIONSHIPS	The incumbent will liaise with management and staff at all levels within the Organisation including the Chief Executive Officer, Executive members and Councillors.
EXTERNAL RELATIONSHIPS	The position is required to negotiate and maintain a professional relationship with other municipalities, service providers, staff associations, community organisations, ratepayers and government authorities as required.

KEY RESPONSIBILITY AREAS AND DUTIES

(1) MANAGEMENT

- Facilitate and co-ordinate the efforts and output of the team to reflect overall Council objectives, priorities and service standards.
- Ensure staff are providing high quality customer service.
- Allocate work to team members as appropriate and manage workflows.
- Provide leadership, guidance and input into the overall operation of the department including fostering a climate of positive culture supporting Council's policies and procedures.
- Drive the development and achievements of the Revenue Services Branch, promoting service excellence, accountability, initiative and integrity.
- Ensure systems and controls are in place to manage the quality of outputs.
- Ensure that performance management requirements for the team are met within the required timeframes, including work plans and PDR's.

(2) PLANNING AND POLICY

- Preparation and ongoing review and refinement of Council's Property Rating Strategy, including review and recommendations to the Chief Financial Officer on differing approaches towards rating within the municipality.
- Implementation of key outcomes of the Rating review undertaken by the State Government to ensure Council complies with legislative changes and aligns with recommendations and best practice guidelines.

(3) FUNCTIONAL RESPONSIBILITIES

- Provide a total rates function which is efficient, effective, meets all statutory requirements and is provided in a customer focused manner whilst ensuring the rates and property charges are determined, recorded, billed and collected in accordance with the relevant Acts and Regulations.
- Carry out all statutory requirements in the reconciliation and reporting associated with the State Government Fire Services Property Levy
- Maintain a high level of data quality and reconciliation of the rates database.
- In conjunction with the Victorian Electoral Commission prepare voters rolls for all Council elections in a timely and accurate manner that meets all statutory requirements while ensuring all data matching between the VEC data and Council's data is actioned.
- Provide high level technical and administrative expertise including specialist support to the Chief Financial Officer in current rating practices and the Revenue Services Team Leader support in the day to day management of the Revenue

Services department.

- Assist the Chief Financial Officer and Manager Financial Services with the preparation of the Long-Term Financial Plan, annual budget and Financial Statements.
- Prepare Revenue Services Departmental annual budget and perform quarterly forecast adjustments and financial projections to Finance.
- Supervise the maintenance of all rates and property related information, queries and records, including the preparation of Land Information Certificates, within allocated timeframes.
- Report and liaise with internal staff and Council in the preparation of the annual Victoria Grants Commission return, Monthly Reports, and other statistical relevant revenue returns and claim lists.
- Manage all aspects of debt recovery for overdue rates including providing Council with information and analysis in matters relating to rates and charges debt recovery and provide advice to other areas of Council to assist in their recovery efforts.
- Liaise with the Council's Valuer in relation to the preparation, reconciliation and issue of supplementary rates and supplementary valuation rate notices.
- This role may also be required to carry out other such duties as are within the limits of the employee's skills, competence and training.

(4) LEADERSHIP AND MANAGEMENT

- Provide leadership and support to all staff by creating a team environment that fosters and develops effective working relationships and high performance.
- Promote and implement business improvement initiatives when identified.
- Provide training, advice and guidance to all staff to provide opportunities for personal growth.
- Coordinate regular team and staff one-on-one meetings to ensure that there is clear and open communication, continuous staff development and process improvement.
- Undertake performance and development reviews with all staff.
- Contribute to the development and achievement of the Finance business plan and the wider goals and objectives of the organisation.
- Participate in Council working groups and committees as and when required.
- Stay current and up to date with sector changes and legislative changes relevant to the sector.

ACCOUNTABILITY AND EXTENT OF AUTHORITY

- Professionally carrying out of duties and responsibilities as documented and directed to ensure a high level of service efficiency (as outlined by the CFO).
- The collection of rates, charges and any other revenue payable to the Council.
- The authorisation to sign Land Information Certificates on behalf of the Chief Executive Officer.
- Development and review of policies and procedures in consultation with the Chief Financial Officer.
- The referral of unpaid rates and other outstanding accounts to the Council's debt collection agency.
- Decision making in respect of abandonment of interest charges guided by Council policy.
- The wellbeing, safety and development of staff within the team.
- Development of appropriate training programs in relation to understanding and interpretation of accounting standards and procedures.
- The freedom to act in the administration of the property and rating system as governed by clear but broad objectives, statutory requirements, Council resolutions and consultation with the CFO.

- The freedom to act in the provision of specialist advice and information on property and rating matters is subject to clear but broad guidelines.
- Ensuring that the organisation's reputation and integrity are protected.
- Identifying and referring risk issues to Council.
- Develop policy options, interpret policies and strategic plans with a wide freedom to act and may have a substantial impact on the organisation or community.

Safety and Risk

- Minimise risk to self and others and support safe work practices through adherence to legislative requirements and Council policies and procedures.
- Report any matters which may impact on the safety of Council employees, community members, or Council assets and equipment.
- Yarra City Council is committed to prioritising and promoting child safety. We adhere to the Victorian Child Safe Standards as legislated in the *Child, Wellbeing and Safety Act 2005* and have robust policies and procedures in order to meet this commitment.

Sustainability

- Embrace the following Sustaining Yarra principles through day to day work:
 - Protecting the Future
 - Protecting the Environment
 - Economic Viability
 - Continuous Improvement
 - Social Equity
 - Cultural Vitality
 - Community Development
 - Integrated Approach

Yarra Values

- Behave according to the following values which underpin our efforts to build a service based culture based on positive relationships with colleagues and the community:
 - Accountability
 - Respect
 - Courage

JUDGEMENT AND DECISION MAKING

- Initiative, sound judgement and analysis of options is required in the high-level decision making.
- Have the ability to solve complex problems not previously encountered which may lead to identification and development of policy.
- The incumbent will recommend and implement improvements in development of methods, procedures and processes.
- Provide professional advice internally on a range of property and rating issues to senior management, business units and other council officers.
- Sound judgments and decisions will be required when dealing with staffing issues, performance and development.
- Well thought out recommendations will be needed for situations of continual improvement, policy development, business practices.
- Have the ability and experience to identify the need, and develop policy for, the Property and Rating team.

SPECIALIST KNOWLEDGE AND SKILLS

- Possess a sound knowledge of the relevant legislative requirements and Council policies as applicable to the raising and collection of rates and charges and property related matters.

- Competence in and familiarity with Council's budgetary requirements and relevant internal control procedures to ensure correct costing methods are applied.
- Possess advanced computer skills and an ability to extract, prepare and produce relevant reports and information from the computer using Technology One / Property and Rating and programs within the Microsoft Office Suite.
- Understanding of the role and function of the Revenue Services department including the short and long term goals of the unit and Council's goals and strategies and how these align with the legal, social-economic and political context which Council operations within.

MANAGEMENT SKILLS

- Ability to prioritise objectives and achieve goals within strict time constraints despite conflicting pressures.
- Leadership and development of all staff within the Revenue Services department; encouraging teamwork and focused to achieve Council's objectives.
- Recognises own strengths and areas for development and pursues opportunities for self-development.
- Actively plans and supports the development of individuals' knowledge, skills and capability so job roles are performed effectively with the ability to identify long term staffing strategies.
- Develops and maintains collaborative and trusting relationships with others at all levels across the organisation; builds networks of people with similar goals and interests.
- Strives to accomplish Organisational, Divisional, and Branch goals by collaborating, providing encouragement, support, and clarity while actively participating as a member of the team to successfully drive and achieve work goals.

INTERPERSONAL SKILLS

- Highly effective interpersonal skills including influencing ability and strong negotiation skill; liaising with counterparts of other organisations in order to analyse and resolve specialist problems.
- Ability to lead, inspire and motivate employees to achieve the organisational strategic goals.
- Ability to develop a climate of trust and confidence thereby encouraging "two way" communication and team-work.
- A positive demeanor with a can-do customer focused attitude.
- Ability to maintain excellent public relations on all occasions and gain cooperation from staff at all levels.
- Presentation skills to train, educate and represent council in a variety of forums when required;
- Flexibility and adaptability to deal with change and continual improvement.
- Confident and decisive with the ability to influence and make well thought through decisions.

QUALIFICATIONS AND EXPERIENCE

- Extensive and diverse experience in a similar rates or revenue roles within Local Government.
- Thorough budget management experience.
- Advanced understanding of the economic, political and social issues relating to the collection of revenue within a Local Government environment.
- Thorough knowledge of the *Local Government Act 1989* and other related legislation as it pertains to rates and charges.
- Staff management and supervisory experience and the ability to develop and lead a team to success.
- Strong experience in property and rating methodology.

- Degree or diploma with relevant experience plus post graduate qualifications or qualifications/experience in another field or lesser formal qualifications with extensive and diverse experience, or intensive specialist experience.

KEY SELECTION CRITERIA

1. Demonstrated diverse experience and success operating in a similar rates and revenue role within a Local Government context with thorough understanding of the *Local Government Act 1989* and other related legislation as it pertains to rates and charges.
2. Proven ability to manage complex legal issues pertaining to debt recovery in the local government context.
3. Demonstrated highly effective interpersonal skills including advanced communication skills, with the ability to resolve conflict and prepare Council reports, policies and annual rates information.
4. Proven highly effective time management and forward planning skills, with the ability to prioritise and organise workloads in an environment of change and conflicting demand.
5. Demonstrated ability to lead, motivate and mentor staff; building trust and strong communication while driving an effective and responsive customer service culture.

