



POSITION DESCRIPTION

POSITION TITLE:		Revenue Services Team Leader			
POSITION NO:		402603	CLASSIFICATION:		Band 6
DIVISION:		Corporate & Financial Services			
BRANCH:		Financial Services			
UNIT:		Revenue Services			
REPORTS TO:		Revenue Services Coordinator			
POLICE CHECK REQUIRED:	YES	WORKING WITH CHILDREN CHECK REQUIRED:	NO	PRE-EMPLOYMENT MEDICAL REQUIRED:	NO

Yarra City Council 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 OBJECTIVE

To directly support the Revenue Services Coordinator with technical and administrative advice, manage the debt recovery proves for rates and sundry debtors, issue land information certificates, and provide leadership to the Revenue Services team.

ORGANISATIONAL RELATIONSHIPS

<u>Reports to:</u>	Revenue Services Coordinator
<u>Position Supervises:</u>	Revenue Services Administration Officers, Senior Revenue Services Administration Officers, Accounts Receivable Officer
<u>Internal Relationships:</u>	Revenue Services staff & staff at all levels and across all Divisions.
<u>External Relationships:</u>	Ratepayers, Residents, Visitors, Solicitors, Debt Collection agency, Other Authorities, Community Groups and others who have dealings with the Council.

KEY RESPONSIBILITIES AND DUTIES

- Supervise the daily processing of agency payments.
- Production of annual, instalment and supplementary rate notice files for distribution.
- Calculation and application of penalty interest.
- Preparation of Land Information Certificates.
- Manage debt recovery activities for rates and sundry debtors.
- Provide and review current policies, procedures and controls in the Revenue Services team, and reporting recommendation for changes to the Revenue Services Coordinator.
- Provide leadership and advice to support the Revenue Services team, including assisting in all recruitment processes.
- Provide knowledge and training to staff operating a system for the raising of rates and charges, legal costs, statutory fees and all other revenue for Council.
- Maintain excellent public relations on all occasions and ensure that persons with whom you are dealing receive prompt, adequate and courteous attention.
- Foster a commitment to personal service excellence in relation to the Revenue Services unit. □ Comply with all internal control procedures and the Council's Instrument of Delegation.
- Other relevant duties within skills, competence and training.

ACCOUNTABILITY AND EXTENT OF AUTHORITY

a) Accountability

The Revenue Services Team Leader is accountable for team management including the daily supervision of revenue collection, as well as providing specialist information to ratepayers and high level administrative support to management and the Revenue Services Coordinator.

b) Extent of Authority

The Revenue Services Team Leader, in conjunction with the Revenue Services Coordinator, has the freedom to make decisions on matters of an operational nature in accordance with statutory requirements and policies and guidelines adopted by the Council and within objectives and budgetary constraints.

The authority to act in the provision of specialist advice to the public is subject to clear guidelines and subject to review by the Revenue Coordinator.

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:
 - Teamwork
 - Integrity
 - Respect
 - Accountability
 - Innovation

JUDGEMENT AND DECISION MAKING

The Revenue Services Team Leader, with guidance not always available, is required to make decisions regarding those areas associated with day to day matters based on statute, procedure, policy and/or guidelines.

The objectives of this position are well defined with judgement required on the particular methods, processes or equipment to be used from a range of available alternatives.

KEY COMPETENCIES

1. SPECIALIST KNOWLEDGE AND SKILLS

- Possess a clear understanding of the relevant legislative requirements and of Council policies and procedures as applicable to the Revenue functions, debt collection activities and supervision of the Revenue Services Unit.
- Possess a clear understanding of the position within the context of the organisation and of the goals of the unit and City of Yarra as a whole.
- Proficiency in the use of all of Council's relevant computer databases and programs; Advanced telephone technique skills.
- Knowledge and ability to apply staff training techniques.
- Commitment to service ethics, excellence and ongoing training and development.
- Ability to manage and maintain purchase order requests.
- Proficiency in the maintenance of a complex Name and Address Register (NAR).

2. MANAGEMENT SKILLS

- Ability to plan, set and manage concurrent priorities and performance standards, both on an individual and team basis within an environment of change and conflicting demands.
- Ability to initiate and recommend improvements to procedures and techniques.
- Ability to manage change within an environment of resource constraint.
- Ability to solve complex problems through discussion, negotiation and team work.
- Ability to retain the confidentiality of all Council business.

3. INTERPERSONAL SKILLS

- Advanced verbal and written communication skills for responding to complex enquiries from internal and external customers.
- Ability to gain the co-operation and assistance from a range of people, including staff, residents, community groups, statutory and government personnel, community interest groups etc., in the administration of Revenue functions and debt recovery.
- Ability to provide accurate and timely reports in relation to debt recovery processes.
- Ability to lead and work as part of a complex and organic team structure.

QUALIFICATIONS AND EXPERIENCE

Previous experience in a similar role within Local Government or similarly structured office environment.

KEY SELECTION CRITERIA

- Advanced verbal and written communication skills for responding to complex and sensitive enquiries from internal and external customers, in a professional and timely manner.
- Advanced skills using Property and Rating software, and the Microsoft Office suite.
- Previous experience in a similar Local Government role, specifically within Revenue Services (Rates).
- A sound knowledge of the debt recovery process as it applies to all of Council's business units.
- Ability to lead high performing staff in complex and sensitive roles.