

POSITION TITLE COORDINATOR FINANCE - REVENUES

POSITION ID	
CLASSIFICATION & TENURE	Band 7 – Permanent Full Time (1.00 FTE)
DIRECTORATE	Community and Corporate
DEPARTMENT	Financial Services
LOCATION	Daylesford
REPORTS TO	Manager Financial Services
DIRECT REPORTS	Senior Rates Officer (0.42fte), Rates Officer (0.60fte), Revenue Officer (0.80fte)

OUR VALUES



ACCOUNTABILITY

We will be responsible for our choices.

We will acknowledge and learn from our mistakes.



RESPECT

We will accept people's differences.

We will look for the best in people and their contributions.

We will treat people with respect and dignity.



EXCELLENCE

We will perform to the best of our ability.

We will commit to learning and growing.

We will strive to achieve Council's long-term vision.



TRUST

We will encourage creativity and innovation.

We will value everyone's contribution.

We will act honestly and lead by example.



FUN

We will acknowledge and celebrate our success.

We promote a healthy sense of humour.

We believe in getting involved.

POSITION PURPOSE

The Coordinator Finance Revenues is responsible for the efficient and effective operation of Council's revenue, rating, and valuation systems (including Fire Services Property Levy – FSPL) in accordance with legislation and Council policies. This includes development of operational policies and procedures to carry out Council's overall direction in the Council Revenue and Rating Plan – a key strategic part of Council's Integrated Financial Planning and Reporting Framework. Continual development and implementation of efficient revenue collection methods to support Council's broad range of services is a key priority together with overseeing the day-to-day operations of the revenue processing.

The position encompasses the entire operational chain from policy, procedure, modelling, raising, issuing, collection and follow-up of rates, accounts receivable and other revenues.

KEY RESPONSIBILITIES AND DUTIES

REVENUE AND RATING

- Work with the Manager Financial Services to develop and maintain Council’s long-term financial plan through the Council Revenue and Rating Plan – 4-year outlook for Revenue and Rating.
- Manage and/or administer all duties and functions relative to the levying of rates and charges – including FSPL.
- Oversee the production of Rates Notices in a timely and accurate manner together with the coordination and supervision of debt collection procedures, including overdue notices, payment arrangements and hardship requests.
- Oversee 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 of back-of-house receipting, processing of interest charges on a regular basis.
- Prepare, reconcile, and return reports and claims relevant to the portfolio.
- Manage and maintain the investment portfolio for Council monies in accordance with policy and in consultation with the Manager Financial Services
- Oversee the preparation of requested certificates related to rates and land information in accordance with relevant legislation.
- Act as an authorised or delegated officer as appointed by Council in administrative matters such as the issue of land information certificates, etc
- Respond to non-routine or complex enquiries from the public, solicitors, conveyancing agencies and other Officers when required.
- Oversee the liaison with Council’s Valuer/s to ensure the revaluation and supplementary valuation of properties within the municipality are undertaken in a timely manner.
- Coordinate the continual data cleansing processes to increase the accuracy of Council records.
- Work closely with the Business Improvement team to provide new opportunities to improve efficiency via on-line transactions and develop innovative ways to interact with customers.

ORGANISATIONAL RESPONSIBILITIES

<p>Policies, Legislation, Behaviours & Values</p>	<ul style="list-style-type: none"> • Comply with all Council policies, procedures, and goals, including the Code of Conduct and Council’s adopted values; and the regulatory and legislative requirements relevant to the department. • Demonstrate behaviours of the highest integrity, free from bullying, harassment and discrimination.
<p>A Safe and Healthy Workplace</p>	<ul style="list-style-type: none"> • Embrace Council’s commitment to providing a safe and healthy working environment by performing duties in accordance with the Occupational Health & Safety Act 2004, OHS Regulations 2017, codes or practice, policies and procedures. • Ensure that due care and diligence is undertaken at all times and that actions do not create a risk to self and others • Report any matters that may impact on the safety of Council employees or citizens, assets and equipment.
<p>Child Safe Standards</p>	<ul style="list-style-type: none"> • Hepburn Shire Council is committed to creating a child safe organisation where children and young people are respected, valued and encouraged to reach their full potential.

	<ul style="list-style-type: none"> Hepburn Shire Council's policies and procedures support the implementation of requirements under the <i>Child Wellbeing and Safety Act 2005</i> and the <i>Child Safe Standards</i>. All staff must actively contribute to a child safe and child friendly environment and are committed to continuously update their knowledge to ensure they fulfil their obligations in relation to Child Safe Standards. Council will provide access to continuous learning opportunities and develop relevant services and programs to adopt Child Safe practices.
Confidentiality	<ul style="list-style-type: none"> Maintain confidentiality in respect of all dealings of a sensitive or confidential nature. Ensure Council records are maintained in the approved record management system in an accurate and timely manner.
Customer Experience	<ul style="list-style-type: none"> Promote excellence in the customer experience and in conjunction with your manager or people leader, identify, review and implement strategies to improve customer experience quality and efficiency.
Emergency Management	<ul style="list-style-type: none"> Contribute to emergency management planning and activities as they arise as well as undertake relevant training. During a CEO identified emergency an employee may be required to complete alternative work including administration, logistics and specialist support.
Corporate Training	<ul style="list-style-type: none"> Participate as directed in training and education to maintain compliance and up-to-date knowledge.
General	<ul style="list-style-type: none"> Responsibilities and duties included in this Position Description are subject to the multi-skilling provisions of the relevant Award and/or the Hepburn Shire Council Enterprise Agreement. Other duties undertaken are within the scope of the employee's skills, competence, and training, relevant to the position band, as requested by the people leader.

CLASSIFICATION DEFINITIONS

Accountability & Extent of Authority	<p>Budget</p> <ul style="list-style-type: none"> In conjunction with Manager Financial Services, prepare and manage the Finance team budget <p>Staff Responsibility:</p> <ul style="list-style-type: none"> Team members under this role – Senior Rates Officer (0.42 fte); Rates Officer (0.60 fte); Revenue Officer (0.80 fte) Assist with other Finance Team duties – including learning other team member roles – to achieve a high functioning team focused on outputs <p>Accountability:</p>
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- This position is responsible for providing specialist financial advice and information to management and employees in line with legislation, codes, regulations and licences.
- This position has formal input into the development, implementation and review of financial strategies and policies, and is responsible for facilitating the timely review of such strategies and policies.
- The freedom to act is subject to legislation, council policies, budget and procedures and has regular reporting mechanism in place.

Judgement & Decision Making

The occupant will need to apply judgment and problem-solving skills in meeting the requirements of the position. The occupant will be able to:

- Liaise with all stakeholder groups to achieve high quality practices and procedures.
- Make decisions based on knowledge of financial legislation, Local Government Act, the Valuation of Land Act, Victorian Privacy Act, and council policies and procedures.
- Use discretion to prioritise and plan work outputs to meet with the requirements of the position.
- Exercise judgement and solve problems using specialist financial knowledge.
- Make decisions based on their understanding and knowledge of project scope, and work plans, and provide recommendations regarding this work.
- Problem solving will involve adaptation of techniques used elsewhere to new situations.

Specialist Skills & Knowledge

- Specialist knowledge of contemporary financial issues to resolve organisational problems
- Clear understanding of the principles of maintaining large databases of information, including the management and extraction of data
- Sound analytical and numeracy skills, extending to the use of technology to demonstrate these skills through the preparation of general correspondence, reports and presentations
- Ability to interpret and understand legislation – particularly the Local Government Act, the Valuation of Land Act, Cultural and Recreational Lands Act and the Privacy Act – including the development of plans for implementation of changes/improvements
- A working knowledge of the Property/Rates/Revenue functions of a Council

	<ul style="list-style-type: none"> • Ability to grasp new concepts, adapt to change and develop others • Technical skills relating to the management of financial services
<p>Management Skills</p>	<ul style="list-style-type: none"> • Well-developed leadership and influencing skills • Knowledge and ability to implement personnel practices including equal employment opportunity and work health and safety when working with staff, contractors and members of the community. • Ability to set priorities and achieve set objectives within resources available and within a set time frame despite conflicting pressures. • Ability to handle a variety of complex issues concurrently and with minimal supervision. • Ability to train staff and gain their commitment to a culture of safety. • Excellent communication skills that can be adapted to various recipients • Well-developed skills using Microsoft Office (Word, Excel, PowerPoint), email, web and mobile based forms and databases, and other corporate systems (including records management, finance/procurement systems) • Sound knowledge of personnel practices to ensure compliance with Work Health Safety requirements and Equal Employment Opportunity guidelines.
<p>Interpersonal Skills</p>	<ul style="list-style-type: none"> • Ability to work collaboratively and strategically using influence across differing Council Units to encourage and support joint cooperation and mutual success. • Well-developed written and oral communication skills. • Demonstrated ability to work in a team environment and positively contribute to the team. • Ability to work effectively and gain co-operation from staff and contractors to achieve the objectives of this position. • Demonstrated ability to handle enquiries in a courteous and timely manner whilst resolving issues. • Well-developed consultative skills and proven success in implementing change. • Well-developed skills to motivate people and provide a catalyst for cultural change.
<p>Qualifications & Experience</p>	<ul style="list-style-type: none"> • A combination of Tertiary Qualifications, further formal qualifications and experience is required at this level as this role will be problem solving, providing financial advice to internal staff and conducting training for staff on the system and general finance principals.

- Relevant tertiary qualifications in finance/accounting (or experience in a financial field).
- Ability to lead and develop a team or direct reports as well as actively participating in cross-functional teams to achieve goals
- Knowledge or experience in Local Government rating, valuations functions or land conveyancing services and associated legislation

SELECTION CRITERIA

Selection will be based on the following Selection Criteria however, reference will also be made to other listed skills, knowledge, and attributes as required in the Position Description

Essential

- Relevant tertiary qualifications in finance/accounting (or experience in a financial field).
- Strong communication skills and the ability to work proactively with management, team leaders and staff at all levels.
- Knowledge or experience in Local Government rating, valuations functions or land conveyancing services and associated legislation
- Demonstrated proficiency with computer systems, (particularly property, asset, utility, or general databases) coupled with analytical and numeracy skills. This includes the use of technology to produce correspondence, report, and presentations
- Good communication and people skills including the ability to deal discreetly and tactfully with confidential and sensitive matters, gain cooperation and assistance from others whilst always remaining pleasant and courteous – even when dealing with difficult people.
- Aptitude and attitude to grasp new concepts/systems quickly
- Ability to demonstrate and display the Hepburn Shire Council values - accountability, respect, excellence, trust and fun.

Desirable

- Relevant experience within a local government environment would be highly regarded.

OTHER REQUIREMENTS

- Maintain a satisfactory National Criminal History Check.
- Working with Children Check (*if required*)
- A current Australian Drivers Licence (*if required*)

APPROVAL

Approved by (Department)	
Reviewed by (P&C)	
Date	

Employee Acceptance

Your signature indicates your understanding, agreement and approval of the position description. This position description is current at the date of issue and subject to the review at least annually, in consultation with the employee.

Name	
Signature	
Date	

PHYSICAL AND PSYCHOLOGICAL REQUIREMENTS

Condition/Activity	Constant	Frequent	Occasional	N/A
Manual handling - above 5 kg below 10 kg				✓
Manual handling - above 10 kg				✓
Manual handling – lifting above shoulder				✓
Working with arms above head				✓
Repetitive bending/twisting				✓
Using vibrating / powered hand tools				✓
Close inspection work				✓
Working in dusty / slippery / wet conditions				✓
Wearing safety shoes/boots (steel cap)				✓
Wearing hearing / eye protection				✓
Using chemicals				✓
Repetitive hand washing / cleaning				✓
Working at heights				✓
Working in confined spaces				✓
Working in heat (over 35 C)				✓
Working in cold (under 5 C)				✓
Driving vehicles / operating plant			✓	
Using a keyboard	✓			
Writing by hand		✓		
Transcribing from hard copy				✓
Audio transcription			✓	
Handling difficult customers onsite			✓	
Handling difficult customers offsite			✓	
Making decisions that impact on other employees (disciplinary / restructure / investigation)			✓	
Other _____				