



## **JOB DESCRIPTION**

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|---------------------------|-------------------------|
| <b>POSITION NAME</b>      | Rates Manager           |
| <b>DIVISION</b>           | Finance                 |
| <b>SUPERVISOR'S TITLE</b> | Chief Financial Officer |
| <b>UNIT</b>               | Rates Management        |

## **FUNCTION AND RESPONSIBILITY**

This key leadership role contributes to creating an Extraordinary Wollongong by ensuring the effective management of Council's Rating and Debtor functions, supporting the organisation's financial sustainability and strategic objectives. The Rates Manager holds organisation-wide responsibility for the development and implementation of Council's rating policies and systems and the recovery of Council's debts.

Key responsibilities of this position include:

- Strategic development, calculation and communication of Council's Revenue Policy as it relates to Rates, Annual Charges and associated policy frameworks, ensuring alignment with legislative requirements and organisational priorities.
- Leading Council's customer service functions for Rates and Sundry Debtors, ensuring a responsive, professional and customer-focused experience.
- Designing and managing Council's Hardship and Debt Recovery Policies and Processes, optimising the collection of outstanding accounts while upholding Council's values of equity and compassion.
- Managing and directing the Rates Unit, overseeing the efficient and timely planning, printing and issuing of Rates Notices, Annual Charges, instalments and Sundry Debtor accounts in accordance with relevant legislation and Council policy.
- Ensuring the accuracy, integrity and currency of property rating information, supporting high-quality customer service and informed decision-making.
- Leading the delivery of organisational services including cash collections, payment gateways and receipting systems, with a strong emphasis on operational efficiency and customer satisfaction.
- Ensuring compliance with statutory, policy and accounting standards in relation to Rates, Annual Charges and Sundry Debtors, acting as a key advisor on regulatory matters.
- Creating and continuously enhancing the financial control environment for rating and debtor functions, ensuring robust systems and practices across the organisation.
- Representing Council in legal proceedings related to Rates and Sundry Debtor matters, ensuring professional and effective advocacy.

## **PRINCIPAL DUTIES**

### **Leadership and Culture**

- 1 Demonstrate effective leadership through the application of Council's vision, mission, values, goals and principles.
- 2 Promote a culture of continuous improvement, efficiency, sustainability and excellent customer service.
- 3 Encourage and build positive working relationships to facilitate a constructive and productive workplace.
- 4 Support cross function participation across the organisation.
- 5 Preparing policy, strategic and operational concepts, analysis, reports and submissions to Council.

## **Technical**

- 1 Research, develop and implement technical and organisational policies in areas relating to Rates and Sundry Debtors.
- 2 Apply Local Government Rates and associated legislation and represent Council in Court on rates and Debt Recovery related matters.
- 3 Negotiate, procure and manage contracts to support Council's objectives.
- 4 Ensure the accurate calculation of Council's General Income and Revenue Policy requirements in accordance with legislation, Council Policy and government guidelines.
- 5 Ensure the efficient levying and collection of Council's rates & charges.
- 6 Ensure the accuracy and currency of Rates Property information.
- 7 Ensure compliance with legislative requirements in the structure, calculation, levying, collection and recovery of rates and sundry debtors and provide information in relation to these functions.
- 8 Oversee the organisation's legal recovery process through the Courts and other recovery or legal representatives.

## **Managing People**

- 1 Actively participate in workforce planning practices to maintain a workforce that is resourced and capable of achieving organisational strategies and goals.
- 2 Manage the performance of teams and individuals within the Branch in accordance with organisation policies, procedures and practices.
- 3 Lead the development and mentoring of staff by ensuring that opportunities are presented to enhance learning and professional capability.
- 4 Develop and manage teams to minimise potential public liability risk and protect public assets.

## **Managing Financial Risk**

- 1 Manage and control expenditure and activities against budgets in accordance with organisational policies and procedures.
- 2 Monitor budgets, resource allocation, procurement and capital expenditure across allocated programs and budgets.
- 3 Lead and manage projects to ensure achievement of outcomes.
- 4 Deploy and manage resources to achieve predetermined milestones and financial targets.
- 5 Ensure timely delivery of financial and program reporting.
- 6 Develop, monitor and review budgets, resource allocation and procurement to achieve efficiency gains.

## **Managing Organisational Reputation**

- 1 Manage stakeholder relationships through consultative processes that contribute to effective strategic, corporate and business plans.
- 2 Utilise information management and communication systems to facilitate the effective delivery of the customer service strategy.
- 3 Undertake community needs assessments through surveys, benchmarking activities, focus groups, public meetings and working parties.
- 4 Implement, maintain and action policies, procedures and systems to ensure compliance with statutory requirements, specifications, codes of practice, industry standards and organisational policies, procedures and practices.
- 5 Provide advice under relevant Acts and regulations governing works carried out including but not limited to the Local Government Act, Roads Act and Environmental Planning and Assessment Act.

## **Managing Organisational Change**

- 1 Manage change in an organisational context.

- 2 Establish and maintain appropriate communication throughout the branch.
- 3 Monitor, review and analyse external trends, developments and legislation relative to the Division and adopting appropriate improvement opportunities.
- 4 Develop and continuously review branch strategies and goals to support efficient and sustainable accomplishment of organisational deliverables.
- 5 Plan, evaluate and improve the efficiency of business processes and procedures to enhance achievement of organisational strategies and deliverables.
- 6 Develop a constructive workplace culture that is embedded in systems and practices.

### **WHS Responsibilities**

- 1 Follow WHS policies and procedures and not intentionally or recklessly interfere with or misuse anything provided in the interests of health, safety and welfare under WHS legislation.
- 2 Identify and report hazards and any unsafe acts.
- 3 Apply WHS policies and procedures to self and others to take reasonable care for the health and safety of people who are at the employee's place of work who may be affected by the employees acts or omissions at work.
- 4 Complete required WHS documentation relevant to the work activity performed at Council.
- 5 Cooperate with employer to enable compliance with any reasonable request relating to WHS.
- 6 Participate in the consultative process on WHS matters.
- 7 Participate in risk assessments activities relating to the work activity performed at Council.
- 8 Take notice of information and participate with WHS training provided.
- 9 Supervise the employees in their work area to ensure their work activities are being undertaken in compliance with policies, procedures and relevant documentation.
- 10 Provide leadership and set an example with regard to WHS in the workplace.
- 11 Assist in the development and review of work procedures relevant to the work activity in line with the management system.
- 12 Ensure employees are provided with adequate and accessible information and training regarding WHS at Council (including providing feedback to employees and dealing with their WHS issues in a timely manner).
- 13 Actively participate in returning employees to work through the Return-to-Work program.
- 14 Assist in verification activities to ensure the management system is implemented and functioning for their work area.
- 15 Ensure adequate resources are provided (within delegated authority or by referral to middle and/or senior management) to support the management system.
- 16 Ensure employees are made accountable with regard to their WHS roles and responsibilities.

### **WORKING RELATIONSHIPS**

#### **INTERNAL**

Chief Financial Officer  
 General Manager  
 Executive and Support staff  
 Senior Managers  
 Divisional staff raising invoices  
 Other Finance Division staff  
 Other Council employees  
 Lord Mayor and Councillors

#### **EXTERNAL**

Office of Local Government  
 Other Government Departments  
 Financial and collection agencies  
 Legal advisors  
 Customers/customer groups  
 Other councils  
 Courts  
 Contractors

## PERSON SPECIFICATION

### Leadership & Culture Capabilities

- 1 Demonstrated commitment to customer service excellence, with a proven ability to lead customer-focused teams and deliver responsive, empathetic and effective service outcomes.
- 2 Comprehensive knowledge of and experience in, legislation, policies and practices relating to Rates, Annual Charges, property valuations, Sundry Debtors and debt recovery, with the ability to interpret and apply these in a complex organisational setting.
- 3 Extensive experience in a senior management role within a large and complex organisation, with a track record of delivering high-quality outcomes in Rates and Sundry Debtor operations and service delivery.
- 4 Proven leadership capability, including the ability to motivate, support and develop high-performing teams in a dynamic and evolving environment.
- 5 Demonstrated coaching and mentoring skills, with the ability to build capability and foster professional growth across the team.
- 6 Ability to lead and influence organisational change, cultivating a performance-driven culture aligned with Council's values and strategic direction.
- 7 Strong financial management skills, including the ability to prepare, analyse and manage budgets effectively.
- 8 Strategic planning and implementation expertise, with the ability to research, develop and monitor strategies and operational plans that support organisational objectives.
- 9 Demonstrated experience in implementing and monitoring WHS systems, policies and procedures, with a commitment to maintaining a safe and compliant workplace.
- 10 Advanced critical thinking and problem-solving skills, with the ability to approach challenges strategically, logically and innovatively.
- 11 High-level conflict resolution and negotiation skills, with the ability to manage complex stakeholder relationships and resolve sensitive issues effectively.
- 12 Relevant tertiary qualifications and/or extensive experience in Local Government Rating and Debt Recovery, with a strong understanding of the strategic and operational context.
- 13 Excellent communication skills, both oral and written, with the ability to engage a broad range of audiences and convey complex information clearly and persuasively.
- 14 Proven project management capability, including the ability to manage multiple concurrent projects, meet strict deadlines, and deliver measurable outcomes.

### Technical Capabilities

- 15 In-depth understanding and practical application of the *Local Government Act 1993*, Rating Regulations, the *Valuation of Land Act*, and other relevant legislation governing debt recovery.
- 16 Extensive experience in the development and application of rating models, ensuring compliance with legislative frameworks and alignment with Council's financial strategy.
- 17 Demonstrated expertise in managing and utilising computerised rating and accounting systems, with the ability to optimise system performance and support accurate financial operations.