

CITY OF WANNEROO POSITION DESCRIPTION – OPERATIONAL LEADER

POSITION TITLE: Senior Rates Officer	DIRECTORATE: Corporate Strategy & Performance	DATE: July 2019
REPORTS TO: Coordinator Rates & Accounts	SERVICE UNIT: Finance	LEVEL: 6
POSITION NUMBER: CS12003	SUB UNIT: Rates & Accounts	ROLE FOCUS: Service
ROLE BALANCE: (People/Scheduling/Technical) 50/20/30	JOB FAMILY:	ANZSCO CODE:

ORGANISATIONAL CONTEXT

The City of Wanneroo (the City) is an expanding and thriving Local Government on the northern fringe of the Perth Metropolitan area, located approximately 12km from the CBD at its nearest point and 62km at its furthest point. Our community, council and City administration are working actively towards our vision of building a future together by collaborating with all stakeholders.

DIRECTORATE CONTEXT

The **Corporate Strategy & Performance Directorate** addresses the full range of functions dealing with 'running the organisation'. This includes a coordinated approach to corporate planning, monitoring and reporting, whilst ensuring business processes and systems are effectively supported, reviewed and enhanced, and will facilitate continuous improvement, maintain high corporate standards and deliver long term financial sustainability.

POSITION CONTEXT

Under broad supervision of the Coordinator Rates & Accounts, this position is accountable for the provision of quality outcomes in accordance with customer needs as outlined in the Service Plan and Performance & Development Review Conversation, by applying skills, knowledge, experience and judgement, guided by established policies, procedures and methods as well as the application of professional standards, education and training to meet current and anticipated changing organisational needs.

As an Operational Leader, this position provides direction, guidance and coaching to staff under day-to-day supervision using advanced resources allocation and people skills to achieve quality outputs aligned to customer needs.

The role communicates with a range of customers and stakeholders including government departments and agencies, the business community, members of the public and City leaders and employees.

A challenging aspect of the role is ensuring that the team provides accurate and consistent customer service and outcomes within a dynamic environment that includes prescribed timeframes.

The City values an agile workforce where people are engaged to deliver excellent customer outcomes and have the aptitude to adapt to changes in the internal and external environment. As such, all roles may be required to work in any Service Unit across the City and perform activities outside of those described in this position description, aligned to the incumbent's skills, qualifications and training. A

positive, proactive approach to change is required.

FUNCTIONAL ACCOUNTABILITY

Administers the City's rates function, including supervision of a team, to a high quality standard that meets customer needs, corporate standards and legislative requirements within prescribed time limits.

Encompasses a working group of individuals within a Sub Unit where each individual's tasks contribute to the Operational Team's outputs.

KEY ACCOUNTABILITIES

KEY RESULTS AREAS OUTCOMES

- | | |
|---------------------------------|---|
| Provide Supervision | <ul style="list-style-type: none">● Productive work performance, including performance, conduct and safety of staff under day-to-day supervision.● Allocation of tasks to staff under day-to-day supervision within limits set by the Coordinator ensuring the efficient and effective deployment of resources. |
| Collaboration & Teamwork | <ul style="list-style-type: none">● Contributes to a cohesive team environment by sharing information, supporting and assisting colleagues in a proactive manner to meet goals and deadlines.● Thinks critically and actively collaborates with colleagues and Leaders.● Contributes to the development of business improvement initiatives, as well as encouraging active participation of staff under day-to-day supervision. |
| Engage Customers & Stakeholders | <ul style="list-style-type: none">● Engages with customers and stakeholders, enabling the consistent application of City policies, procedures and processes.● Acts as a point of contact for customers and stakeholders and responds to enquiries ensuring that these are addressed, resolved and/or re-directed for resolution.● Liaises with customers and stakeholders to deliver service excellence, ensuring that information is accurate, consistent, clearly communicated and issues are resolved in a timely manner. |
| Efficient & Effective Delivery | <ul style="list-style-type: none">● Administers the City's rate book and property database, including interim rating function, within established timeframes and in accordance with relevant legislation, policies, processes and procedures.● Administers the City's pensioners rebate rate and deferment claim processes including processing applications and obtaining necessary approvals from the Office of State Revenue.● Administers debt recovery and debt collection processes, including negotiating with ratepayers, establishing payment arrangements and lodging legal proceedings, in accordance with relevant legislation, policies, processes and procedures.● Prepares a range of routine, cyclic, ad hoc and specific purpose financial reports, in accordance with the City's policies, processes and procedures.● Ensures the standard of work for staff under day-to-day supervision is to standard.● Processes and practices are continually reviewed, ensuring delivery of quality outcomes and results for customers.● Proposes innovation and business improvement initiatives within area of accountability / activity. |

- | | |
|--|---|
| Systems & Processes | <ul style="list-style-type: none"> • Maintains relevant registers, databases and systems, ensuring that information is accurate, stored correctly and accessible as required and meets legislative requirements. • Follows the City's administrative systems and processes, ensuring that information is accurate, stored correctly and accessible as required. • Contributes to the development of processes that support the work of the Service Unit. |
| Resources,
Governance,
Compliance & Risk | <ul style="list-style-type: none"> • Ensures knowledge of and complies with safety, legislative, regulatory, financial and administrative frameworks. • Represents the City in an honest, ethical and professional way, ensuring adherence to the City's Code of Conduct. • Demonstrates high and proactive concern for health, safety, environment, community and the City's reputation. |

CAPABILITIES REQUIRED

Qualifications, Requirements and Experience:

- Qualification in relevant discipline such as business administration or bookkeeping or relevant experience.
- Relevant experience is a similar role is required.
- Intermediate experience in the efficient utilisation of information systems and technology.

Skills and Knowledge:

- Intermediate computing, numeracy and literacy skills.
- Intermediate keyboard / data entry skills.
- Intermediate organisational skills with the ability to prioritise competing tasks.
- Advanced customer service skills.
- Intermediate communication and problem-solving skills.
- Skilled in supervising the work of others, providing technical assistance and motivating staff.
- Intermediate research and analysis skills.
- Intermediate negotiation and influencing skills.
- Knowledge of the practical application of occupational health and safety measures in the workplace, including risk assessment and control implementation.

Key Stakeholder Relationships:

- Support the Manager Finance and Coordinator Rates & Accounts to assist them to carry out their roles.
- Communicate, engage and provide support / advice to relevant stakeholders and customers.

Role Authorities:

- Assignment of day-to-day tasks within limits agreed by the Coordinator Rates & Accounts.
- Local Government Act Regulations and Act delegations, specific to the role.
- Required to exercise responsibility and use of initiative and judgment in problem solving and support at a Team Member level.

VERIFICATION

The content of this Position Description is an accurate statement. Position Descriptions will generally be reviewed and updated where necessary and / or within a period of 12 months.

Leader Name
Carolyn King

Signature

A handwritten signature in black ink, appearing to be the initials 'CP'.

Date

9/8/2019

Next Up Leader Name

Bimsara Pathirathna

Signature

A handwritten signature in black ink, appearing to be 'B. Pat' followed by a flourish.

Date

21/8/2019