



## Rates Team Leader

<b>Location</b>	Thames	
<b>Reports to</b>	Chief Financial Officer	
<b>Group</b>	Corporate Services	
<b>Direct Reports</b>	5	
<b>Sub-delegated powers and duties</b>	<p>Authority and delegations in accordance with the Local Government (Rating) Act 2002 and Council’s Rates Remission and Postponement Policies.</p> <p>Delegated Financial Authority of \$10,000 within the Corporate Services budget.</p>	
<b>Functional Relationships</b>	<p><i>Internal</i></p> <p>Chief Financial Officer, Rates Team members, Corporate Services Manager, managers across the organisation</p>	<p>Relating Advising and liaison</p>
	<p><i>External</i></p> <p>Quotable Value NZ Limited, Waikato Regional Council, solicitors, consultants, contractors, rate payers and residents, auditors, business and community groups</p>	<p>Interact and serve</p>

### Our Council

As one of the largest employers on the Coromandel Peninsula, we are proud to be Thames-Coromandel District Council.

We will provide high quality, affordable services and facilities with excellent customer service. We will maintain innovative leadership and empower our communities. We will strive to make the Coromandel Peninsula a desirable place to live, work and visit. We will **be the best we can**.

To achieve our vision we aim to attract, employ and support people to be their best while being guided by our core values of **respect, integrity, innovation** and **teamwork**.

## How you fit

The **Rates Team Leader** leads Council's rating and water billing functions and activities in accordance with existing policies and legislative requirements, including the collection of Council's rates debt.

Assisting with the development of rating policy under the direction of Council including rates remission and postponement policies and the rating review for the Long-Term Plan.

This position is also responsible for the integrity of Council's rating system and data management.

## Your responsibilities

Accountable for	Successful when
<b>Leading the Rates activity (including Water Rates)</b>	<p>Rates, water databases and records are accurate and regularly updated to ensure currency of information.</p> <p>All sales, subdivision, improvements, water meters, property use, and differentials, maintained and reconciled annually.</p> <p>Lump sum contributions are accurately recorded.</p> <p>Rates remissions are processed and applied in accordance with Council Policy.</p> <p>Water by volume readings are managed to ensure billing in accordance with Council Policy.</p> <p><b>Lead the annual setting of rates process</b></p> <p>Rating information accurately reflects Council's Funding Impact Statements (FIS) and is captured in rating database; with rates information provided for inclusion in the annual plan/long term plans.</p> <p>The annual rates are set, and rating data lines are processed to meet deadlines.</p> <p>Year end task process is lead with finance and information technology teams</p> <p>Year end process is completed twice a year to be available for the online rating information database; once for the annual plan and long term plan process and again for 1 July.</p> <p>Data pre-roll and post-roll reconciliations are complete, variances are problem-solved and data is corrected to ensure accuracy of records</p> <p>Issues are identified and problem solved to ensure the year end process is completed and information in the system is accurate and complete.</p>

	<p><b>Lead the rates invoices and assessments process</b> Invoices and assessments are legally compliant and completed and distributed within the set timeframes.</p> <p>Advertising coverage is appropriate and correctly booked and delivered, with clear and easy to understand information produced.</p> <p><b>Lead the rates penalties charging process</b> Penalties are processed accurately by due date, and penalties are assessed in accordance with Council Policy.</p> <p><b>Legislative compliance of rating systems</b> Rating systems, processes and data complies with current legislation as evidenced by the interim and year end audit process.</p> <p><b>Manage the rates collection process</b> Procedures are in place to monitor collection of rates (including water rates) and arrears.</p> <p>Development and implementation of debt collection strategies are relevant and improve the collection of Council rates debt.</p> <p>Council overdue debt policies are complied with.</p> <p>Special legislative requirements or collection of rates on Maori freehold land is managed with appropriate cultural sensitivity.</p> <p>Rating units involved in the 1877 agreement are managed appropriately.</p> <p>Bank rules and requirements for processing direct debits are complied with.</p> <p>The direct debit database ensures correct collection from customer bank accounts.</p> <p>Direct debits are processed according to pre-arranged timeframes and automatic payments are set up and monitored.</p>
<b>Rating System</b>	<p>Ensure rating systems operate efficiently and effectively.</p> <p>Ownership details and valuation information are kept current and accurate in the NAR database.</p> <p>Valuations are accurate and completed in accordance with Rating Valuation Rules.</p> <p>The revaluation process is appropriately managed, including objections, notices and data into database.</p>
<b>Leadership</b>	<p>Direct reports are competent and effectively deliver to achieve identified outcomes with high quality performance across the team.</p> <p>Team environment promotes and enables an effective, high performing, engaged and connected team</p>

	<p>Responsibilities of a good employer is always demonstrated.</p> <p>A safety awareness culture is demonstrated at all times.</p> <p>A customer focused approach in all activities and communications is promoted and modelled.</p> <p>Business improvements are identified, developed and implemented for service delivery to enhance service and staff development and a customer and business friendly culture.</p>
<b>Relationship Management</b>	<p>A customer focused approach is provided to all customers and key stakeholders with professional, accurate and relevant information provided.</p> <p>Internal relationships are effectively managed and maintained where Managers and staff seek and / or receive advice and guidance in a timely manner with successful outcomes.</p> <p>Sound professional relationships are established and fostered.</p>
<b>Organisational Support</b>	<p>Knowledge and skills are shared and other staff are supported.</p> <p>Procedures, information systems and policies are documented and complied with.</p> <p>Appropriate and agreed continuous professional development is undertaken.</p> <p>Civil Defence and Emergency Management training and activities are participated in.</p> <p>Other duties may be requested by the manager to support the business unit.</p>
<b>Health, Safety &amp; Wellbeing</b>	<p>All reasonably practicable steps are taken to ensure your own safety, and to ensure that you do not cause harm to any other person by your actions or inaction.</p> <p>All reasonable workplace health and safety policy and procedures are followed.</p> <p>Any reasonable instructions given are complied with.</p> <p>A personal commitment to Health, Safety and wellbeing is demonstrated, in accordance with TCDC's Health and Safety Policy.</p>
<b>Te Tiriti o Waitangi</b>	<p>Commitment to an understanding of Te Tiriti o Waitangi is demonstrated, building a knowledge of Tikanga Maori.</p>

## About you

Honesty, Enthusiasm, Accountability, Respect and Teamwork are considered core competencies for all staff.

A successful Rates Team Leader will need the following to succeed:

<b>Education / Training</b>	<p>A thorough understanding of Local Government rating.</p> <p>Good knowledge of Local Government (Rating) Act 2002.</p>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Leadership and people management experience.</li> <li>• Ability to provide policy advice and write policy documents.</li> <li>• A thorough understanding of accounting fundamentals.</li> <li>• Understanding of valuation rules.</li> <li>• Knowledge of standard debt collection procedures</li> </ul> <p>Demonstrated experience of embedding a continuous improvement culture in business processes.</p>
<b>Knowledge, skills and attributes</b>	<p>Strong strategic ability, able to drive and influence decisions confidently with highly developed interpersonal and communication skills</p> <p>Solution focused, understands the need for key relationships, acts with honesty, transparency and empathy for people and communities</p> <p>Innovative mind set, is an improvement focused team player that shows initiative and inspires commitment to achieve Council outcomes</p> <p>Strong decision making and problem-solving skills, can confidently analyse and apply key information with good judgement and takes accountability</p>

I certify that I have read this position description and reasonably believe that I understand the requirements of the position. I understand that:

- a) This position description may be amended by the employer following reasonable notice to me
- b) I may be asked to perform other duties as reasonably required by the employer in accordance with the conditions of the position.

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Employee

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Date

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Employer

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Date