



Revenue Lead

Finance

Our Purpose | Tā tātau whāika

We provide quality and dependable services, facilities, and infrastructure, so that Ōtepoti can be an inclusive, creative, and progressive city where all can thrive.

Why we are here | He aha i konei ai tātau?

The Dunedin City Council (DCC) looks after a vibrant region stretching from north of Waikouaiti to the Taieri River and inland to Hyde — covering 3,340 square kilometers of diverse communities and landscapes. We're here to make life better, offering everything from playgrounds, pools, and libraries to art, culture, and green spaces. Whether it's dog registration, collecting rubbish, designing better streets, or supporting local groups, we're working to help our city thrive.

Our Values | Ō tātau uara

As employees of the Dunedin City Council, we are committed to a public service ethic in all we do. Our core values are:

commitment – we love our city and look after it

wellbeing – we care for each other

accountability – we deliver with purpose and integrity

collaboration – we work together

Commitment to the Treaty of Waitangi | Te ū ki Te Tiriti o Waitangi

Long term success and enduring partnership with Māori are important to the DCC. We are dedicated to working in partnership with mana whenua to provide opportunities for Māori to contribute to decision-making processes and to have an active role in our city's development.

Embedding te ao Māori (including te reo Māori and tikaka Māori) into the way we work at the DCC is a priority for all staff and is outlined in our Māori Strategic Framework – Te Taki Haruru. Te Taki Haruru envisions a reality where local government, mana whenua and the wider Māori community can work together with a shared intent to transform the state of wellbeing of whānau, anchored in connection between people, place, and the environment.

Your Purpose | Tō whāika

This position sits within the Financial Accounting team. The purpose of this role is to lead and manage the Dunedin City Council's revenue and receivables functions, ensuring accurate billing, effective debt management, and strong financial controls that support the financial sustainability of the organisation and enhance customer service delivery. Note that this function does not include leadership of the rates function but does include the collection of overdue rates revenue.

Your Role | Tō tūraka

This role is responsible for overseeing water billing, accounts receivable, and receipting services, while leading a team. It plays a key role in maintaining financial accuracy, supporting timely reconciliations, and ensuring effective debt recovery processes that contribute to the Council's operational and strategic goals.

Our Vision:
One of the
world's great
small cities

Position details | Pitopito kōrero mō te tūraka

Reports to
Finance Manager

Portfolio
Finance

Salary grade
SP10 – Grade 15

Direct reports
Yes - 5

Budget
no

Spend authority
n/a

Warrant
no

Safety sensitive role
no

Child worker role
no

Date last reviewed
November 2025

Position Objectives | Kā whāika o te tūraka

- Lead and support your team to achieve goals, build capability, and work collaboratively. Model DCC values, encourage accountability, and foster a positive, inclusive, and high-performing team environment.
- Lead and manage the revenue and receivables functions, ensuring accurate and timely processing of financial transactions.
- Oversee the water billing process, including monthly billing, customer queries, final readings, and adjustments.
- Manage the Accounts Receivable and Receipting teams, providing leadership, coaching, and performance development.
- Coordinate and ensure the timely completion of Balance Sheet reconciliations, including oversight of key accounts.
- Lead the reporting and management of bad debts, including oversight of debt collection processes and collaboration with internal teams and external customers.
- Process accounts receivable payments in accordance with Council policies and timelines.
- Collaborate with internal stakeholders to ensure accurate application of ratepayer and tenant arrangements.
- Complete other tasks as required to support the Finance team and organisational goals.

Key Outcomes | Ka hua matua

- Relationships with Hapori Māori are strengthened through everyday use of te ao Māori values, contributing to better wellbeing and connections for all whānau in Ōtepoti Dunedin. Te Taki Haruru is applied, where necessary, to appropriately execute the role.
- Team members are supported and developed through coaching, feedback, and professional development opportunities, contributing to a high performing team culture.
- Revenue and receivables processes and reporting are delivered accurately and on time, supporting the financial integrity of the Council.
- Debt collection is effectively managed, resulting in reduced overdue balances and improved customer engagement.
- Water billing and accounts receivable functions are well-coordinated, with high levels of accuracy and customer satisfaction.
- Balance Sheet reconciliations are completed on time and meet audit and compliance standards.

Key Relationships | Kā honoka matua

		Share information	Advise/ Inform	Collaborate/ Partner	Reporting / Briefing	Influence	Support	Manage/ Lead
WITHIN DCC	Team	✓	✓			✓	✓	✓
	Manager	✓	✓	✓	✓		✓	
	DCC Leadership	✓	✓		✓		✓	
	Council kaimahi	✓					✓	
EXTERNAL TO DCC	General Public	✓	✓					
	Government Agencies	✓	✓					

What you bring to the role | Ō pūkeka hā kai ki te tūraka

Professional or Practical Expertise

- Tertiary qualification in accounting, finance, or a related field (or equivalent experience).
- 7 years experience in financial operations, including accounts receivable, billing, and reconciliations.
- Demonstrated leadership experience, including managing and developing staff.
- Strong analytical and problem-solving skills.
- Excellent communication and interpersonal skills, with a customer-focused approach.

Working as a Team

- Ability to lead, motivate and support a team.
- Experience working cross-functionally with other teams to achieve shared goals.
- Willingness to support colleagues and contribute to a positive team culture.

Working with Technology

- Confident user of financial systems and enterprise software (e.g., JDE, and Microsoft Office Suite)
- Comfortable learning and adapting to new digital tools and systems.

Making Decisions

- Experience making informed decisions in a financial or operational context.
- Ability to assess risk, interpret data, and apply sound judgment to resolve issues.
- Confidence in escalating matters appropriately when required.

People Management

- Experience in coaching, performance management, and team development.
- Ability to set clear expectations, delegate effectively, and monitor performance to ensure team objectives are met.
- Experience managing workloads, delegating tasks, and fostering accountability.
- Confident in conducting performance conversations, providing constructive feedback, and supporting career development.

Focus on Customers

- Demonstrated commitment to delivering high-quality customer service.
- Experience resolving customer queries and managing sensitive or overdue accounts with empathy and professionalism.
- Ability to build positive relationships with internal and external stakeholders.

Communicating Effectively

- Strong written and verbal communication skills.
- Able to explain financial processes clearly to non-financial stakeholders.
- Comfortable preparing reports and presenting information to a range of audiences.

Your Health, Safety and Wellbeing | Tō hauora, tō noho haumarū, tō oraka

The DCC is committed to our vision - 'staying healthy and safe kia hauora, kia haumarū' through creating a workplace culture that engages and supports health, safety and wellbeing (HSW), and the development of our people. Everyone at the DCC is responsible for HSW; this responsibility increases incrementally through the management structure. This is done by:

- Actively supporting and complying with the DCC's health and safety policies, procedures and safe work practices.
- Reporting all incidents, near misses, hazards and injuries and ensuring appropriate corrective actions have been taken.
- Engaging in and supporting health and safety activities, initiatives and feedback mechanisms.

Civil Defence | Ārai Mate Whawhati Tata

The DCC is a part of the Otago Civil Defence Emergency Management (CDEM) Group. This Group is responsible for preparing for, responding to, and supporting recovery from local emergencies. DCC employees may be required to assist with the Council's Civil Defence responsibilities.

