

Palmerston North City Council

Job Profile

Position Title	Senior Rates Officer
Reporting to	Finance Manager
Unit	Finance
Date last updated	September 2019

Principles & Values

Our principles of being inclusive, ambitious, enabling, open, bold and guardians support goals that enable a new vision for Palmerston North: *small city benefits, big city ambition*. Our current values are evolving under a transformation programme to reflect this aspiration for the city to reach its potential and capitalise on its strengths. We believe it is essential to be a leader, treat each other with respect and dignity, take responsibility for our own actions, and have a positive, friendly and professional approach.

Context

The role of Finance is to support and enable the Council to deliver all the activities outlined in the 10-year plan and Annual Plan. The role of Finance is to support and enable sound decision making through:

- Providing financial services to the Council
- Co-ordinating the financial and non-financial planning and reporting of the Council's activities

Main Purpose

Managing the Council's rates function through accurate and timely assessing and invoicing of ratepayers, overseeing and managing the Rating Information Database (RID), and ensuring we comply with rating legislation.

Key Areas of Responsibility

- Managing the accuracy of Council's rating information database, ensuring it is accurate and reconciled with valuation data.
- Setting annual rates in accordance with Council policies.
- Issuing and management of printing of annual rates assessments and invoicing of rates instalments as they fall due.
- Ensuring compliance with rating legislation and Council's rating policies.
- Processing of rates remissions.
- Oversight of all rating administrative tasks.
- Communication with ratepayers, valuers, printers and all other interested parties.
- Assistance with rates modelling, audits and other database questions as required

Responsibility for Managing Staff - Nil

Risk Management accountabilities for all employees

- **Council Policies and Procedures:** Ensure self and team comply with applicable council policies and procedures.
- **Environmental:** Reduce environmental impacts that may arise from work. All activities and communications must be conducted in accordance with applicable environmental laws and council policies. Promote the proactive management of environmental issues associated with conducting business.
- **Health & Safety:** Comply with Health and Safety obligations (e.g. observe and practice safe work methods, ensure your own safety and that of others, report any hazards or potential hazards immediately, use protective equipment and wear protective clothing provided where appropriate, only operate equipment that you have the necessary license and skills to operate, make unsafe situations safe or report unsafe working conditions to your supervisor, report all accidents including near misses promptly)
- **Employment Legislation:** Comply in full with employment legislation and adherence to applicable policies in the areas of employment, EEO and recruitment.

Key Relationships

Internal:

- Rates Officer
- Customer Service Staff
- Finance team

External:

- Members of the public (ratepayers)
- Quotable Value
- Dataprint
- DX Mail
- Auditors

Typical qualifications, skills and experience:

Qualifications

- No specific qualification is required, however a tertiary qualification would be looked upon favourably.

Skills

- A good understanding of the Local Government (Rating) Act 2002
- Knowledge of the principles of Rates
- Computer literacy in financial systems (FMIS) and Microsoft Office
- Communication Skills (written and verbal)
- Customer Service and relationship building
- Numerical aptitude
- High attention to detail

Experience

- Experience in a similar role would be ideal
- Experience in a Local Government setting is desirable

Remuneration

- This role is for 40 hours per week, graded at **GP5** on the Council's remuneration system, i.e. between **\$54,930** (85%) and **\$64,623**(100%) pro-rata based on hours worked, depending on the Manager's assessment of the skills/experience of the jobholder and any other relevant factors.
- In addition, a benefit entitlement of **3%** of base salary is available.

Competencies

Core	
Customer service	Able to identify and understand customers needs, find solutions, seek feed back and follows up on solutions.
Communication	Able to provide clear communication, seek clarification and communicate with a variety of people
Business ethics	Good understanding of and able to implement an ethical approach to work.
Information technology	Able to utilise the relevant software, and sound database management skills are essential.
Role specific	
Relationship building	Understands stakeholders' needs and delivers on commitments. Leverages knowledge of stakeholders' diversity and can adapt style to achieve required outcome.
Teamwork	Understands team dynamics and actively contributes to the team
Coaching and mentoring	Keeps up-to-date with professional knowledge and looks for opportunities for professional development.
Organisation achievement	Plans work and utilises resources. Understands the organisation's vision and aligns work to its meaning. Makes decisions and has the ability to identify and act on risks. Achieves own goals and helps others achieve theirs. Reports on progress. Focus on continuous improvements.
Professional Skills	Able to focus on the technical skills an individual requires, understands legal requirements and has the ability to update and expand current knowledge base.