

POSITION TITLE:	Rates Revenue Officer		
GROUP:	Corporate Services	SECTION:	Finance
REPORTS TO:	Rates Lead	RESPONSIBLE FOR:	n/a
FAMILY:	OS6	GRADE:	10
DATE REVIEWED:	October 2022	JOB NUMBER:	22-707

HBRC STRATEGY

Our Vision:

We want a healthy environment and a resilient and prosperous community.

Our Purpose:

We work with our community to protect and manage the region's precious taonga of rivers, lakes, soils, air, coast and biodiversity for health, wellbeing and connectivity.

Our Values:

- **Partnership and Collaboration:** We work with our community in everything we do
- **Accountability:** We hold ourselves to account to deliver results, be responsive to community expectations, and the best use of ratepayers' funds and assets
- **Transparency:** We report on what we do and the value this delivers for our community
- **Excellence:** We set our sights and expectations high, and never stop striving to do better

Our Focus:

- **Water quality, safety and climate-resilient security** ~ *Te kounga o te wai, te haumarutanga me te mārohirohi ā-āhuarangi o te whakamarutanga.*
- **Climate-smart and sustainable land use** ~ *Kia koj, kia toitū hoki te whakamahinga o te whenua.*
- **Healthy, functioning and climate-smart biodiversity** ~ *kio ora, kia āhe, kia mārohirohi ā-āhuarangi hoki te rerenga rauropi.*
- **Sustainable and climate-resilient services and infrastructure** ~ *kia toitū, kia mārohirohi ā-āhuarangi hoki ngā ratonga me ngā hanganga ā-whare.*

POSITION SUMMARY

The role of Rates Revenue Officer is to provide relevant, professional input into the roles and functions as outlined above, in order to ensure the Finance team achieves its objectives. This role focuses on managing and delivering data maintenance and integrity for transactional Rates and Sustainable Homes activities, participating in the key activities of the Rates team, and providing administrative and technical support to the wider Finance team.

Your specific role of Rates Revenue Officer will require input which will relate to your relevant skills, the needs of the specific role and your experience but will also include activities that extend and provide for individual professional development. Expectations will be regularly discussed with you and expectations will be fair and reasonable and within the broad requirements outlined above.

GROUP AND TEAM GOALS:

- To ensure that rates are applied and invoiced in accordance with rating legislation and HBRC policy.
- To ensure that the rates database is accurately maintained, and supported by effective processes.
- To deliver excellence in customer service to ratepayers, HBRC staff and external stakeholders.
- To execute timely and accurate transaction and information processing.



JOB SPECIFIC ACCOUNTABILITES

- Provide excellent customer service to ratepayers and residents, internal and external customers and stakeholders.
- Provide accurate and timely information to various customers as is relevant and appropriate.
- Ensure direct debit applications are loaded in a timely manner in order to meet deadlines, and carry out ongoing maintenance of direct debit arrangements. Archive supporting documentation to meet legislative requirements.
- Maintain the rates by email data within the rates database.
- Provide backup within the rates team for key tasks as required, to cover absences and work flexibly during peak activity periods.
- Provide administrative and technical support to the wider Finance team during non-peak rating activity periods.
- Process ratepayer refunds and inter-council transfers in a timely and accurate manner, and ensure that supporting documentation is compliant.
- Assist with the issuing of Council's rates assessments.
- Work in partnership with the Rates Lead for critical rates activities (such as annual rates setting & invoicing, instalment & arrears penalties) to deliver data integrity and accuracy to these key functions of Council.
- Ensure the Rates / Sustainable Homes database is accurately maintained and respond to generic enquiries from the public in a timely and courteous manner.

FUNCTIONAL RELATIONSHIPS

Internal

- Finance team
- Rates team members
- Other HBRC staff & Councillors

External

- Ratepayers and residents
- Territorial authorities
- Valuation service provider
- Solicitor

COMMUNITY RELATIONSHIPS

Fostering good working relationships is fundamental to the successful achievement of strategic goals for HBRC. We know we can't achieve change without the people (our community) outside our business. As expressed under our purpose statement, "working with our community" is at the heart of everything we do. This is particularly relevant to our relations with Tāngata Whenua in terms of co-governance and co-management. Successful relationships involve building trust. Which in turn enables us to support each other to respond to new challenges as they arise.

This means:

- Professional attitude is projected at all times in dealing with external contacts.
- Information is accurate and is provided in a timely manner.
- Outcomes that are fair and clearly understood by both parties are achieved
- Customers are satisfied with responses to written or verbal requests for information.

CONTINUOUS IMPROVEMENT

All Hawke's Bay Regional Council (HBRC) staff are expected to actively and enthusiastically promote the concept of continuous improvement in their work for HBRC. This means:

- Maintaining a positive overall attitude in the workplace, including promoting HBRC in a positive manner, as assessed by your peers and manager .
- Taking part in training opportunities provided by HBRC with an open mind, as assessed by pre and post training meetings with your manager.
- Practicing the skills provided in training offered by HBRC, as assessed by regular feedback meetings with your manager.
- Showing a strong team commitment, as indicated by peer feedback and your manager's assessment.
- Practicing the concept of continuous improvement by showing initiative with new ideas and positively acknowledging other ideas.
- Giving honest and open feedback as and when required, aiming to constructively deal with all issues, as assessed by regular feedback meetings with your manager.
- Deliver on project outcomes: on time and on budget.
- Displaying sound judgment and making responsible decisions.
- Working to high quality standards and where applicable contributes to maintenance of ISO 9001:2015 accreditation of the Quality Management System.

HEALTH AND SAFETY

All staff are expected to follow established health and safety procedures while working for HBRC, and in accordance with policies developed by HBRC. This means:

- Complying with and adhering to HBRC's accepted standards and procedures.
- Where appropriate, taking responsibility for workplace hazards/risks you identify and communicated to management.
- Undertaking regular reviews of workplace risks/hazards that are present in your work.
- When, and if, necessary, participate in the investigation of accidents/incidents according to HBRC procedures.
- Undertaking appropriate and effective staff training when required or necessary.
- Promoting a healthy and safe workplace.
- Actively supporting health and safety initiatives.
- Comply with any rehabilitation plan designed with you for a return to work after an accident.
- Comply with the COVID-19 Public Health Response (Vaccinations) Order 2021.

EMERGENCY MANAGEMENT

When a Civil Defence event happens, you may be required to assist with carrying out the Council's Civil Defence responsibilities after providing required support for your family and dependants. All HBRC staff are expected to undertake such Emergency Management functions as are determined appropriate to meet HBRC's role and function in this area. This means:

- Undertaking such a role as is allocated for emergency management requirements.
- Participating in such exercises as are required to maintain a state of preparedness in HBRC.
- Responding to such requests to assume an emergency management role as are required by events.
- Understanding the contents of the relevant section of the Business Continuity Plan (BCP) and its implications for your role.
- Where the requirements of the role require it, review the relevance of the BCP for your team, section or Group on a regular basis.

PERSON SPECIFICATION

Minimum Qualifications and Experience required

- Experience in a similar role/relevant industry is desirable.
- Proficiency in MS Word, Excel, Outlook and other database & information management systems
- Ability to effectively plan, organise and co-ordinate work to ensure that goals are achieved with the highest quality of work possible within agreed timeframes.

Knowledge

The following indicates what would typically be expected for this role at a competent level:

- A good knowledge of rating legislation and local HBRC policy.
- Excellent computer skills across a range of software including Excel, Word, Outlook.
- Experience with the Magiq rating platform and Tech1 financial package an advantage, however full training will be provided.
- Knowledge and analytical skills regarding critical rates activities to deliver data integrity and accuracy of HBRC's key functions.

Personal Attributes

- Excellent customer service skills and goes the "extra mile for customers".
- Methodical and accurate with a high degree of attention to detail.
- Excellent written and verbal communication skills.
- Excellent time management skills with the ability to plan and manage workloads well.
- Able to work effectively as part of a small specialised team.
- Must be a good listener and able to relate to a wide range of people.
- A highly motivated self-starter with a "Can Do" attitude.
- Deals with stressful situations in a calm and positive manner

Awareness

- Demonstrated awareness of Te Tiriti o Waitangi and including Te Reo Māori in relevant and practical ways in interaction and engagement to demonstrate respect and value of Tikanga Māori in appropriate settings.

CHANGES TO JOB DESCRIPTION

From time to time it may be necessary to consider changes in the job description in response to the changing nature of our work environment. Such changes, including technological requirements or statutory changes, may be initiated by the manager of this job with due consultation with the position holder. This job description should be reviewed as part of the preparation for performance planning for the annual performance cycle.

ACKNOWLEDGEMENT

I have read this job description and fully understand the requirements set forth therein. I understand that this is to be used as a guide and that I will be responsible for performing other duties as assigned. I further understand that this job description does not constitute an employment contract with Hawke's Bay Regional Council.

Employee Signature

Date

Printed Name