

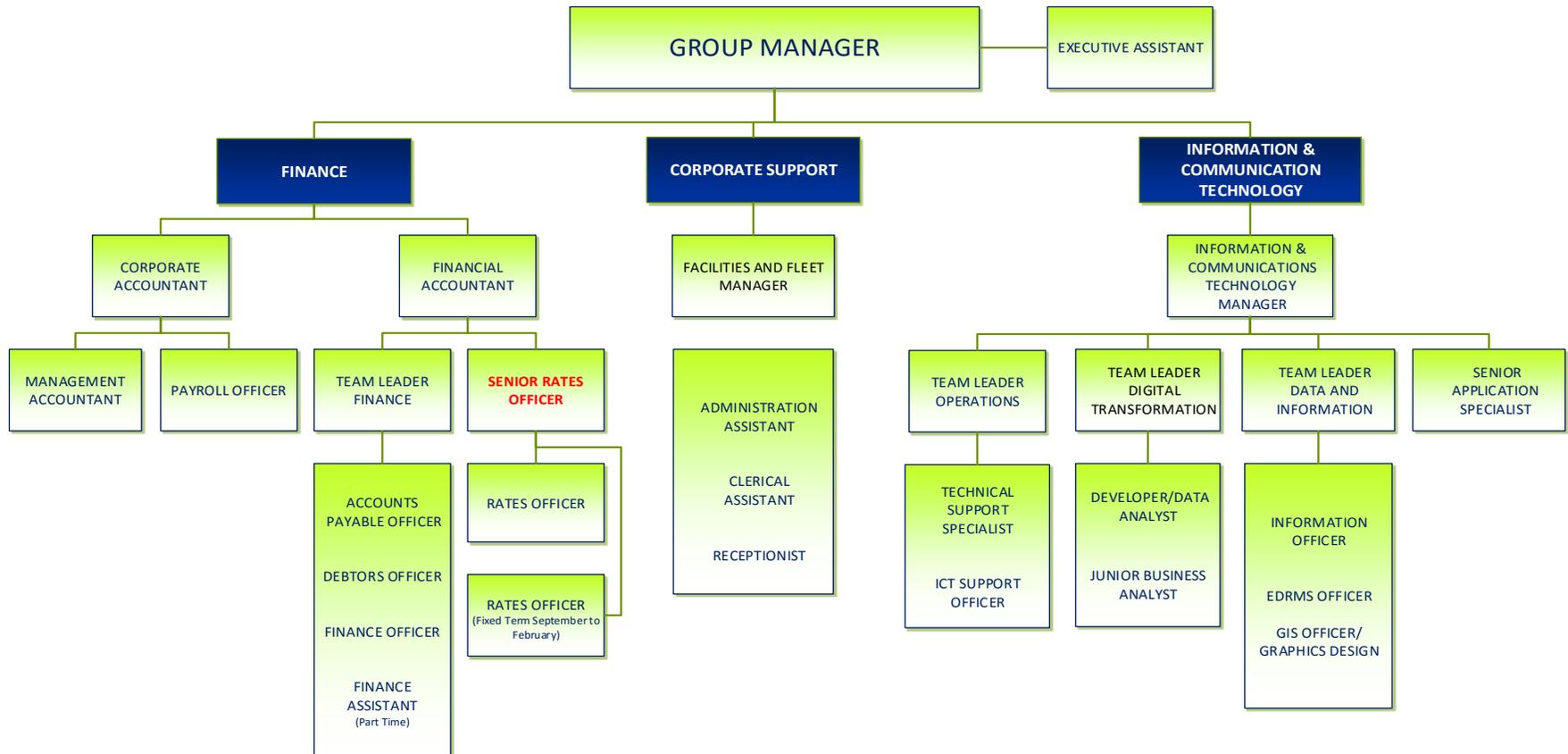
HAWKE'S BAY REGIONAL COUNCIL

Job Description

Position Title:	Senior Rates Officer		
Responsible to:	Financial Accountant		
Responsible for:	N/A		
Salary Range: <i>(NB - This salary range is currently being reviewed)</i>	Progress above the Estimated Market Value (EMV - 100%) level is based on sustained individual officer performance:		
	\$53,660 (80%)	\$67,075 (EMV - 100%)	\$77,136 (115%)

Job Context:

Corporate Services Group



Section Aims (Why does the section exist?)

The Finance team provides the following role and functions as part of the Corporate Services Group:

Through the position of Senior Rates Officer:

- To create, manage and issue Council rates assessments.
- To ensure the integrity of the rating and related databases.
- To supervise the operation of rate section staff.
- To provide rate modelling options.

Through the position of Rates Officer:

- Assist with the issuing of Council's rates assessments.
- Respond to rates enquiries from various individuals and organisations.
- Maintain the rates database.
- Complete various payment processes.
- Provide support in other areas of finance as time and requirements allow.
- Provide excellent customer service.

Through the position of Accounts Payable Officer:

- To effectively and efficiently maintain the accounts payable function of Council, ensuring all creditors are paid according to the terms of trade.
- To build and maintain strong relationships with external and internal vendors and ensure the integrity of the vendor database.
- To control, maintain and balance petty cash monthly.
- To provide support in other areas of finance as time and requirements allow.

Through the position of Payroll Officer:

- To provide accurate and timely payroll services including payment of salaries, wages and allowances ensuring Council meets legislative requirements in terms of payroll associated transactions.
- Ensure accurate records are kept across a range of payroll/personnel matters.
- Ensure policies related to personnel issues are followed.
- To provide support in other areas of finance as time and requirements allow.

POSITION TITLE: SENIOR RATES OFFICER

Through the position of Debtors Officer:

- To effectively and efficiently administer the invoicing and debt collection function of Council and carry out all leasehold land transfers, freeholdings and renewals as required.
- To assist with the issuing of Council rates assessments and associated work arising from this process.
- To provide support in other areas of finance as time and requirements allow.

Through the position of Finance Assistant:

- Daily processing of bank statement – current account, credit card and lease account.
- Daily processing of EFTPOS payments.
- Preparation of daily banking.
- Carry out accurate and timely bank reconciliations.
- Assist with counter duties as required.
- To provide support in other areas of finance as time and requirements allow.

Role of Senior Rates Officer (The specific role)

The role of Senior Rates 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. Your specific role of Senior Rates 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.

Role Expectations (Indicative examples that show the work is being done effectively)

- Provide excellent customer service internally, externally and with the local Territorial Authorities.
- Provide accurate and timely information to various customers as is relevant and appropriate.
- Ensure the rates database and web page is accurately maintained.
- Ensure the various payment processes are carried out effectively, accurately and within time limits including daily electronic bank statement reconciliation.
- Continuous training of rating staff and continuous improvement of processes.
- Checking the rates calculations in the Funding Impact Statement of the Annual and Long Term Plans.

POSITION TITLE: SENIOR RATES OFFICER

- Manage Clean Heat loans into the rates Clean Heat loan database and reconcile with the Clean Heat department contracts. Liaise with enquiries from home owners and lawyers with respect to the loans including early loan repayments.
- Day to day management of Journals, Refunds (weekly), EFTPOS batches and Direct Debits
- Undertakes the following:
 - Electronic Data Exchange (EDE) files from Quotable Value (weekly).
 - Configuring of new rating schemes when appropriate.
 - Liaising with the rating systems software providers (Napier Computer Systems) and mail house for the issuing of rates assessments and penalty notices.
 - Ensuring the integrity of the 'rates by email' system for the issuing of rate assessments by email.
 - Balancing and reconciling of the rates database with internal and external sources for the setting of the rates.
 - Acts as a helpdesk for the web based NCS Magiq rating platform.
 - Has a general understanding of the rates setting process.
 - Balancing of the rates database transactions against the General Ledger.
 - Mapping, modelling and reporting as required to assist the Financial Accountant.
 - Works with debt collection staff for the collection of rate arrears and provides the Financial Accountant with monthly reports and reconciliation.

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 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 others 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.
- Active involvement in decision making processes when the opportunity is made available.

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.
- Where appropriate, advise other organisations you are working with of the known risks in the work being undertaken.
- 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.
- Maintaining a clean and tidy workspace.
- Comply with any rehabilitation plan designed with you for a return to work after an accident.

Emergency Management

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 Continuance 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.

Key Skills

Skills and Attributes

- Excellent customer service skills and goes the “extra mile for customers”.
- Methodical and accurate with a high degree of attention to detail.
- Excellent computer skills across a range of software including Excel, Word, Outlook.
- Experience with the MS Dynamics NAV financial package an advantage, however full training will be provided.
- Excellent written and verbal communication skills.
- Excellent time management skills with the ability to plan and manage workloads well.
- Able to adapt to change and be proactive in looking for continuous improvement.
- 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.
- Honest, positive and eager to learn.

HBRC’s Vision, Purpose and Values

Our Vision: A connected and vibrant region with resilient communities, a prosperous economy, and a clean, healthy environment.

Our Purpose: We enable the wise use of the region’s natural resources. We achieve this via our leadership role in the following areas:

- Natural resource knowledge and management
- Natural hazard assessment and management
- Regional strategic planning
- Regional scale infrastructure and services
- Economic Development

Our Values:	Excellence	We aim high and take pride in everything we do
	Leadership	We anticipate and prepare for the future
	Innovation	We are open to change and seek better ways of doing things
	Integrity	We demonstrate openness, honesty and respect in our relationships
	Partnerships	We seek strong collaborative partnerships to achieve common goals