



Banyule  
CITY COUNCIL

## Position Description

<b>Position Title:</b> <b>Classification:</b> <b>Position Number:</b> <b>Incumbent:</b>	<b>Revenue Services Coordinator</b> <b>Band 7</b> <b>7170 401</b> <b>Vacant</b>
<b>Directorate:</b> <b>Department:</b> <b>Section:</b>	<b>Corporate Services</b> <b>Finance &amp; Procurement</b> <b>Revenue Services</b>
<b>Date:</b> <b>Prepared by:</b>	<b>September 2017</b> <b>Manager Finance &amp; Procurement</b>

<b>Banyule City Council:</b>	Banyule City Council is an award winning organisation that prides itself on a customer-focused culture of innovation, best practice and continuous improvement. We uphold an enviable reputation for customer service and work diligently to maintain high quality services to provide the best possible opportunities and outcomes for the community we represent.
<b>Departmental Overview:</b>	Finance & Procurement provides the accounting, budgeting, financial statements preparation, revenue collection, procurement, payroll and accounts payable functions within Council.
<b>Position Objectives:</b>	<ul style="list-style-type: none"><li>• Develop and implement policies and guidelines in accordance with legislation to ensure Council meets all its statutory obligations in respect to Revenue Services.</li><li>• Lead the Revenue Team to ensure the timely budgeting, billing, receipting, collection and reporting of all revenue transactions for the organisation, including general property rating, supplementary valuations, special rates and charges and Accounts Receivable Debtors.</li><li>• Responsible for effective debt management, customer service, and maintaining the integrity of the revenue system, Voters Role and Name and Address Entries in order to provide meaningful, accurate and timely data.</li></ul>
<b>Our Values:</b>	<p>All Banyule staff are to adopt the key values of Working Together Working Better and strive to meet these behaviours in carrying out their duties. Our core values are:</p> <p><b>RESPECT</b> is characterised by supporting each individual's dignity and worth.</p> <p><b>INTEGRITY</b> is the quality of staying true to our moral, ethical, and spiritual principles.</p> <p><b>RESPONSIBILITY</b> is acknowledging and accepting the choices we make, the actions we take, and the results they lead to.</p>

	<p><b>INITIATIVE</b> is characterised by having a proactive, resourceful and persistent approach to work.</p> <p><b>INCLUSION</b> is characterised by embracing and valuing the perspectives and contributions of all.</p>
<p><b>Key Responsibility Areas:</b></p>	<ol style="list-style-type: none"> <li>1. Develop and manage Council’s revenue system, reporting tools and ancillary schemes to ensure the accurate and timely determination, production and collection of accounts, fees and charges, and reconciliation of all financial adjustment and refunds to the financial ledger.</li> <li>2. Supervise the Revenue team to ensure that all areas within Council that hold or receive money adhere to the cash management policies and procedures and approvals processes.</li> <li>3. Implement and monitor debt management policies and procedures to ensure all business units requirements for particular collection methods are managed in conjunction with revenue business processes.</li> <li>4. Manage Council’s revenue administration assistance options and recommend where appropriate legal action against delinquent debtors.</li> <li>5. Make a positive contribution to clear and effective communication to all internal and external customer queries within corporate standards.</li> <li>6. Design and implement appropriate reporting and monitoring mechanisms to ensure effective cash collections; provide active benchmarking data and analysis.</li> <li>7. Investigate and oversee the implementation of system improvements, including the testing of new and enhanced functionality of Council’s revenue software.</li> <li>8. Establish and maintain appropriate formalised Revenue Services policies and guidelines, corporate governance procedures, compliance, risk management and internal controls across Council to meet internal and external Audit requirements.</li> <li>9. Oversee Revenue Services processes and systems and provide specialist and strategic advice and assistance.</li> </ol>
<p><b>Staff Conduct Principles</b></p>	<p>Staff should be aware of their responsibility under Section 95(1) of the <i>Local Government Act</i> 1989, which requires staff to comply with the following principles in their work</p> <ol style="list-style-type: none"> <li>a) Acting impartially</li> </ol>

	<p>b) Acting with integrity, including by avoiding conflicts of interest</p> <p>c) Accepting accountability for results</p> <p>d) Providing responsive service</p>
<b>Organisational Relationships:</b>	<p><b>Position Reports to:</b> Manager Finance &amp; Procurement.</p> <p><b>Supervises:</b> <b>Accounts Receivable Team Leader</b>, Accounts Receivable Officers (x2), <b>Rates Team Leader</b>, Rates Officers (x2), Receipting Officer and Assistant Rates Officer.</p> <p><b>Internal Liaisons:</b> All Council Employees. Business Unit Managers.</p> <p><b>External Liaisons:</b> Other organisations, Councils, network groups, contractors, consultants, government agencies, welfare agencies, care providers, court staff and customers.</p>
<b>Accountability and Extent of Authority:</b>	<p>This position is accountable to the Manager Finance &amp; Procurement for providing the Revenue service to the City of Banyule, particularly in regard to revenue collection and accounts receivable.</p> <p>The position is accountable for:</p> <ul style="list-style-type: none"> <li>• Providing effective and timely Revenue services to business units and the community.</li> <li>• Under guidance from the Manager, provide specialist revenue advice to stakeholders with freedom to act within professional boundaries, Council policy and regulatory review.</li> <li>• Correct assessment, interpretation and processing of information within the relevant legislative requirements and industry accepted standards.</li> </ul> <p>Authority to:</p> <ul style="list-style-type: none"> <li>• Manage the Revenue Services team and develop procedures that support the day to day administration, transactions and reporting.</li> <li>• Assist the Manager Finance and Procurement in the development of strategic and operational policy within their area of expertise and/or management.</li> </ul>
<b>Judgment and Decision Making:</b>	<ul style="list-style-type: none"> <li>• Provide specialist advice on revenue issues, with support from the Manager Finance &amp; Procurement where required.</li> <li>• Sound judgement in interpreting all relevant legislation, policies and guidelines.</li> <li>• Identification and assistance with development of policy options for consideration by the Manager Finance &amp; Procurement and Senior Management Team.</li> <li>• Problem solving in relation to revenue matters generally using established methods, procures and processes and sometimes within an unspecified range of options.</li> <li>• Sound freedom to act in revenue issues within legislative and Council policy parameters, under the guidance of the Manager Finance &amp; Procurement.</li> </ul>

<b>Specialist Knowledge and Skill:</b>	<ul style="list-style-type: none"> <li>• Awareness of Council’s Corporate Plan, the importance of adhering to its objectives and an understanding of the broader political and legal context impacting on Council.</li> <li>• Analytical and investigative skills to enable the formulation and amendment of policy options within a broad organisation-wide framework.</li> <li>• Excellent working knowledge of the rating, voting and special rate provisions of the Local Government Act 1989, State Concessions Act 1986 and the Fire Services property Levy Act 2012 to ensure statutory requirements are met.</li> <li>• Working knowledge of the Cultural and Recreational Lands Act, Valuation of Land Act 1960 and other relevant acts.</li> <li>• Working knowledge of the Magistrates Court procedures, for use in legal collection.</li> <li>• Excellent knowledge of computer systems to enable information retrieval, production of spreadsheets and documents.</li> <li>• Ability to train staff in all aspects of revenue collection including all Council’s software packages relating to the Revenue Services unit.</li> <li>• Conversant with Electronic Funds Transfer Systems, Direct Debit procedures, bar code and modulus calculation requirements.</li> <li>• The ability to identify and generally understand new computer innovations and their usefulness as they apply to the Revenue unit.</li> <li>• Ability to monitor relevant budgets.</li> <li>• Ability to assess situations and events and identify opportunities for improvement.</li> <li>• Ability to engage and work collaboratively with stakeholders.</li> </ul>
<b>Management Skills:</b>	<ul style="list-style-type: none"> <li>• Leadership skills enabling the transfer of knowledge and skills in the field of Revenue Services.</li> <li>• Ability to set priorities and effectively plan the completion of tasks to achieve goals and objectives in the most efficient way possible within agreed or statutory deadlines and available resources, despite conflicting pressures.</li> <li>• Ability to lead and motivate a professional team (including the coaching, mentoring and performance management).</li> <li>• Contributing to the development and implementation of long term staffing strategies.</li> </ul>
<b>Interpersonal Skills:</b>	<ul style="list-style-type: none"> <li>• Highly developed customer service skills to resolve escalated disputes and complaints where required.</li> <li>• Demonstrated experience in the efficient and responsive administration of revenue collection, sensitive to the needs of customers in financial hardship.</li> <li>• Ability to work effectively in a team environment and motivate team members and co-workers.</li> </ul>

	<ul style="list-style-type: none"> <li>• Excellent interpersonal and communication skills, verbal and written, capable of building strong working relationships and influencing customers and internal teams.</li> <li>• Ability to liaise with counterparts in other organisations to discuss and resolve specialist problems.</li> </ul>
<b>Qualifications and Experience:</b>	<ul style="list-style-type: none"> <li>• Tertiary qualifications in Business Administration with several years of subsequent relevant revenue services experience. Or, lesser qualifications with extensive experience in a senior revenue management role, preferably within Local Government or similar environment.</li> <li>• Solid understanding of relevant legislation and its application to ensure statutory requirements are met.</li> <li>• Substantial experience leading and developing staff.</li> </ul>
<p><b>Key Selection Criteria</b></p> <p><b>(Candidates please address this section in your covering letter)</b></p>	
<ul style="list-style-type: none"> <li>• Tertiary qualifications in Business Administration with several years of subsequent relevant revenue services experience. Or, lesser qualifications with extensive experience in a senior revenue management role, preferably within Local Government or similar environment.</li> <li>• Excellent working knowledge of the rating, voting and special rate provisions of the Local Government Act 1989, State Concessions Act 1986 and the Fire Services property Levy Act 2012 and working knowledge of other relevant acts, including Cultural and Recreational Lands Act and Valuation of Land Act 1960.</li> <li>• Highly developed customer service skills to resolve escalated disputes and complaints where required.</li> <li>• Demonstrated experience in the efficient and responsive administration of revenue collection, sensitive to the needs of customers in financial hardship.</li> <li>• Ability to set priorities and effectively plan the completion of tasks to achieve goals and objectives in the most efficient way possible within agreed or statutory deadlines and available resources, despite conflicting pressures.</li> <li>• Substantial experience leading and developing staff.</li> <li>• Excellent knowledge of computer systems to enable information retrieval, production of spreadsheets and documents.</li> </ul>	
<b>Environmental and Sustainability Requirements:</b>	<ul style="list-style-type: none"> <li>• Adhere to Council's Environment Policy and Environment Strategy</li> <li>• Adhere to Council's Sustainability Code of Practice and Environmental Purchasing Guidelines</li> </ul>
<b>OH&amp;S and Other Risk Requirements:</b>	<ul style="list-style-type: none"> <li>• Ensure a safe and healthy environment by fulfilling the responsibilities and requirements of Council's health and safety system and health and wellbeing program.</li> <li>• Exercise reasonable care to prevent injury to him/herself and others whom may be affected by his/her duties and actions.</li> </ul>

	<ul style="list-style-type: none"> <li>• Exercise due care for Council property for which this position is responsible or issued.</li> <li>• Ensure a child safe environment and contribute to a culture of child safety by fulfilling the responsibilities and requirements of Council's Child Safe Policy and Procedures.</li> </ul>
<b>Banyule Management System:</b>	<ul style="list-style-type: none"> <li>• Conduct all work according to the requirements of the Banyule Management System, incorporating the Banyule Management Manual and Service Unit specific Quality and Cost Standards and procedures.</li> <li>• The Banyule Management System incorporates Council's Quality, Environmental and OH&amp;S Management Systems.</li> </ul>

**SIGNED:** \_\_\_\_\_

**DATE:** \_\_\_\_\_