



CLUTHA DISTRICT COUNCIL

Finance Support Officer

We are the Clutha District Council and we're looking for an outstanding talent to join our Finance/Administration Team

In this full-time and permanent role of Finance Support Officer (Customer Services, Property and Rates) you will be the first point of contact for the public interface of Council, develop, maintain and administer Council's property portfolio and provide support and back-up to Council's Senior Rates Officer along with general financial and administrative support.

Relevant experience in a similar type of role would be an advantage but is not essential as full training will be provided.

Do you have or are you prepared to develop the following?

- Experience in a collaborative customer experience and/or administration team
- Excellent digital technology skills – especially MS Office Suite
- Solid numeracy and literacy
- Great organisational and reporting skills with high accuracy and attention to detail
- Ability to work under pressure
- Analysis and problem-solving skills
- Friendliness, helpfulness and the ability to collaborate with a diverse workforce
- A current, clean car driver's licence.

You'll be part of a supportive team environment and workplace culture doing varied and meaningful work that makes a real difference in our communities.

If this role sounds like what you're looking for, we'd love to hear from you!

We will be assessing applications as they are received prior to Christmas, so apply now!



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VACANCY DETAILS

For confidential enquiries	Please contact Loryn Smith, Financial Services Team Leader on 03 419 0286 or email loryn.smith@cluthadc.govt.nz
Vacancy closes	Friday, 12 January 2024
Package	Pay ranges up to \$61,056 per annum gross, dependent on relevant qualifications, experience, and skills.
To apply	<p>Go to https://cluthadc.recruitmenthub.co.nz/ where you can complete an application form and upload your CV and covering letter. Or you can send a hardcopy to: Vacancy, Clutha District Council, PO Box 25, Balclutha 9240</p> <p>Please go to www.cluthadc.govt.nz for information about the Clutha District and this council.</p>
Privacy Act Provisions	The information you provide on your application for employment will be collected and held by the Clutha District Council. This is collected for the purpose of assessing your suitability for employment by the Clutha District Council, which may include subsequent changes in employment with the Council, and to meet Council's information requirements as a potential employer. You have a right of access to personal information held by the Council and may seek correction of such information to ensure accuracy.
Vacancy Process	<ul style="list-style-type: none">• All applications will be acknowledged to the email address provided in your application.• After the closing date, relevant staff will shortlist the applicants for the interview process.• We really like to read your cover letter - an incomplete application is less likely to lead to success.• Those applicants selected for interview will be contacted by us to arrange a date/time.• If you are selected for an interview, be prepared to sign a police vetting form authorizing the Clutha District Council to seek a police report on you.• We will notify unsuccessful applicants at an appropriate stage of the recruitment process. We are not obliged to provide a reason why you were not successful with your application.• All applicants <u>must</u> currently be legally entitled to work in New Zealand.

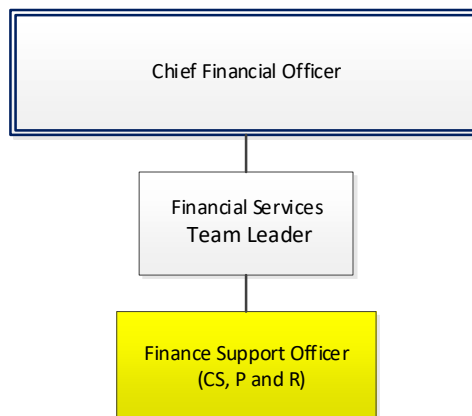


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Job Description

Job Title	Finance Support Officer (Customer Services, Property and Rates)
Date	December 2022
M Files	878384
Group/Department	Corporate Services
Team	Finance/Administration
Location	Based at the offices of the Clutha District Council, 1 Rosebank Terrace, Balclutha with possible occasional work at other Council premises and activities within and around the Clutha District
Employment Period	Permanent
Hours of Work	Full Time (Minimum of 37.5 hours/week)
Responsible to	Financial Services Team Leader
Responsible for	No staff report to this position
Job Summary and Purpose	<ul style="list-style-type: none">• Act as first point of contact for the public interface of the Clutha District Council.• To develop, maintain and administer Council's Property portfolio• To provide support and back up to Council's Senior Rates Officer

ORGANISATIONAL CONTEXT



KEY RESULT AREAS

- Teamwork
- Property
- Rates Support and Backup
- Customer Services



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Job Holder Is Accountable For	Performance Standard
KEY RESULT AREA - <i>Teamwork</i>	MEASURES
<ul style="list-style-type: none"> Maintaining a team environment that fosters and develops effective working relationships and high performance. 	<ul style="list-style-type: none"> Staff collaborate to ensure all activities completed according to council procedures in an efficient and timely manner.
<ul style="list-style-type: none"> Participating in on-the-job training and engage in work at other council premises as required. 	<ul style="list-style-type: none"> Staff liaise with casual staff to cover absences and provide cover and/or assistance as required.
<ul style="list-style-type: none"> Health and Safety: Encourage a positive team culture toward health and safety and ensure that the team adheres to Council's health and safety policies and processes. 	<ul style="list-style-type: none"> A strong commitment and culture toward health and safety is evident among the team. Support and monitor the team to meet Council's health and safety objectives as set from time to time. <ul style="list-style-type: none"> Support team members who are the subject of a health and safety incident by: Provision of appropriate support to affected team member/s within 24 hours of the incident occurring. Investigation of serious incidences involving the team, as appropriate.

Job Holder Is Accountable For	Performance Standard
KEY RESULT AREA – <i>Property</i>	MEASURES
<ul style="list-style-type: none"> Administer Council's Corporate Services property portfolio, ensuring all leases and rentals are in accordance with legislation and Council requirements. 	<ul style="list-style-type: none"> Council's leases and rental agreements are current and legal.
<ul style="list-style-type: none"> Develop and maintain an accurate database of Council Corporate Services property. 	<ul style="list-style-type: none"> Council's Corporates Services Property records are up to date and accurate.
<ul style="list-style-type: none"> Arrange and facilitate sale of surplus land in accordance with Council policy and legislative requirements. 	<ul style="list-style-type: none"> Council receives the best return possible for its ratepayers and retains only land that is useful for Council business.
<ul style="list-style-type: none"> Ensure rental and lease agreements are reviewed in a timely manner. 	<ul style="list-style-type: none"> Agreements are regularly reviewed ensuring the best return for Council.

Job Holder Is Accountable For	Performance Standard
KEY RESULT AREA – <i>Rates Support and Backup</i>	MEASURES
<ul style="list-style-type: none"> Provide support & assistance with ensuring Council's rating records and rating information database are up to date, accurate and in accordance with Council policy, as required. 	<ul style="list-style-type: none"> Rating information is easily accessible, accurate and readily available.



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Job Holder Is Accountable For	Performance Standard
KEY RESULT AREA – Rates Support and Backup	MEASURES
<ul style="list-style-type: none"> Provide support to action change of ownerships within Ozone, collation of rating information required for LIMs, and responding to solicitors' rating enquiries. 	<ul style="list-style-type: none"> Council records are accurate and complete as soon as practicable Information is forwarded to solicitors in a timely and accurate manner Information is accurate for inclusion in LIMs and provided within Council timeframes.
<ul style="list-style-type: none"> Assist with ensuring that information and data within Ozone is accurate and up to date for rating calculations and notices. 	<ul style="list-style-type: none"> Rates are calculated correctly and in a timely manner and information is sent to New Zealand Post for processing and notices are posted on time.
<ul style="list-style-type: none"> Ratepayer queries are answered in a competent, courteous, and efficient manner. 	<ul style="list-style-type: none"> Ratepayers receive the right information in the right way.
<ul style="list-style-type: none"> Act as back-up to Senior Rates Officer. Provide additional support to the Council's Rates team as required. 	<ul style="list-style-type: none"> Ensuring support is provided to Rates team in times of heavy workloads.

Job Holder Is Accountable For	Performance Standard
KEY RESULT AREA – Customer Service	MEASURES
<ul style="list-style-type: none"> Acting as Council's interface with the public by providing a friendly and professional first point of contact at the front counter; including electronic, personal and telephone contact. Accept responsibility for each customer enquiry received. 	<ul style="list-style-type: none"> Incoming telephone calls are answered politely and promptly. All customers receive consistent and accurate information and advice. Technical queries are directed to appropriate staff. Statutory and public documents and information are available, they are current and attractively presented.
<ul style="list-style-type: none"> Provide positive, prompt and efficient services which value the customer and best serve the community and the environment. 	<ul style="list-style-type: none"> Customers are treated with courtesy, respect and cultural sensitivity. Their needs are understood and they receive a prompt, accurate response.
<ul style="list-style-type: none"> Accepting and processing payments from customers. Ensure all payments are accurately receipted and banked daily. 	<ul style="list-style-type: none"> Monies balanced and prepared for naming, internal controls maintained and all monies properly accounted for.
<ul style="list-style-type: none"> Processing service requests and complaints as required. 	<ul style="list-style-type: none"> Determine the exact nature and extent of all requests, to initiate and/or conclude a course of action. Monitoring progress of requests and ensuring customers are receiving the service they expect.



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Job Holder Is Accountable For	Performance Standard
KEY RESULT AREA – Customer Service	MEASURES
<ul style="list-style-type: none"> Maintaining an up to date working knowledge of all computer applications and technology utilised by the team. 	<ul style="list-style-type: none"> Proficiency demonstrated in use of all applications and technology.
<ul style="list-style-type: none"> Supporting the administration and maintenance of various Council activities and operations. 	<ul style="list-style-type: none"> Effective centralized support is delivered to Council within approved procedures and guidelines. Accurate bookings are made Records are kept up to date Messages are completed in a timely manner.
<ul style="list-style-type: none"> Maintain an appropriate and professional environment 	<ul style="list-style-type: none"> Work well with other staff throughout the organisation and foster a relationship with external customers.
<ul style="list-style-type: none"> Purchasing of supplies as required 	<ul style="list-style-type: none"> Internal controls maintained for all purchases and monies properly accounted for.
<ul style="list-style-type: none"> Actively promote and demonstrate Council's principles, while maintaining an appropriate and professional environment. 	<ul style="list-style-type: none"> Act in a professional and friendly manner, display a sense of pride in our organisation and be aware of relevant Council matters.
<ul style="list-style-type: none"> Maintain an appropriate and professional environment. 	<ul style="list-style-type: none"> Work well with other staff throughout the organisation and foster a relationship with external customers.
<ul style="list-style-type: none"> Communicate accurately, succinctly and in an appropriate manner with all involved parties. 	<ul style="list-style-type: none"> Clear and accurate messages are given.
<ul style="list-style-type: none"> Other tasks as and when required. 	<ul style="list-style-type: none"> Support is given to other Council staff at times of high workloads.
<ul style="list-style-type: none"> Actively manage your own responsibilities, using logic, analysis, time management, initiative and good judgement. 	<ul style="list-style-type: none"> Duties completed accurately and on time and potential problems identified in a timely manner and the appropriate action taken.

Note that the above performance standards are provided as a guide only. The precise performance measures for this position will need further discussion between the jobholder and manager as part of the performance development process.



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WORK COMPLEXITY

MOST CHALLENGING DUTIES TYPICALLY UNDERATKEN OR MOST COMPLEX PROBLEMS SOLVED:

- Maintain a broad knowledge of services provided by Clutha District Council.
- Maintain a broad knowledge of Council’s Strategic Planning documents when dealing with customer queries.
- Maintain a working knowledge of the various computer systems used for delivering Council services.
- The ability to promptly and accurately answer queries as required and accurately identify the correct staff member to assist the customer.
- Maintaining Council’s Corporate Property portfolio and ensuring rental and lease agreements are in accordance with Council policy and legislative requirements
- Providing backup to Council’s rates function
- The ability to be analytical, to collate and reconcile, multitask and juggle various projects at the same time.
- Gaining a mutually beneficial work relationship with internal customers.

FINANCIAL RESPONSIBILITIES

THE JOB HOLDER DOES NOT CONTROL A BUDGET	
Maximum delegated expenditure that may be spent without reference to manager	<ul style="list-style-type: none"> • \$2000
<i>Delegated authorities are in accordance with the Clutha District Council Delegations Manual, which may be amended from time to time by the Clutha District Council.</i>	

PERSON SPECIFICATION

Technical/Professional Qualifications/Experience	
ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> • Experience in a customer service/administration environment, working in a co-operative team. 	<ul style="list-style-type: none"> • Knowledge of the Clutha District, its communities and council processes
<ul style="list-style-type: none"> • High level of digital technology expertise especially MS Suite 	<ul style="list-style-type: none"> • Digital native approach – age immaterial
<ul style="list-style-type: none"> • A current, clean, car driver’s licence. 	<ul style="list-style-type: none"> • Knowledge of the Local Government (Rating) Act 2002.
<ul style="list-style-type: none"> • Strong organisational skills, attention to detail and accurate reporting skills. 	<ul style="list-style-type: none"> • Local Government Knowledge
<ul style="list-style-type: none"> • Ability to work under pressure. 	<ul style="list-style-type: none"> • Knowledge of basic accounting concepts.
<ul style="list-style-type: none"> • Analytical and problem-solving skills. 	
<ul style="list-style-type: none"> • A friendly, helpful attitude. 	
<ul style="list-style-type: none"> • Ability to work with a wide range of people across the organisation. 	



Technical/Professional Qualifications/Experience	
ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> Excellent communication skills both oral and written. 	
<ul style="list-style-type: none"> Relate well to people of all ages, backgrounds and ethnicities. 	
<ul style="list-style-type: none"> Customer focused. 	
<ul style="list-style-type: none"> Maturity, sensitivity and confidentiality. 	

KEY RELATIONSHIPS

EXTERNAL	PURPOSE OF CONTACT WITH THIS PERSON/S
<ul style="list-style-type: none"> Ratepayers and residents. 	<ul style="list-style-type: none"> To obtain and provide information. To build reciprocal relationships, sharing of information and good practice.
<ul style="list-style-type: none"> Stakeholders/customers 	
<ul style="list-style-type: none"> Ratepayers and residents 	
<ul style="list-style-type: none"> Community groups and organisations. 	
INTERNAL	PURPOSE OF CONTACT WITH THIS PERSON/S
<ul style="list-style-type: none"> Finance and Payroll Administrator. 	<ul style="list-style-type: none"> For leadership and management.
<ul style="list-style-type: none"> Finance Manager. 	<ul style="list-style-type: none"> Provide information and support as required.
<ul style="list-style-type: none"> Council and Community Board Members. 	
<ul style="list-style-type: none"> Chief Executive/Management Team. 	
<ul style="list-style-type: none"> Finance Team. 	
<ul style="list-style-type: none"> All Council managers and staff. 	

ORGANISATIONAL BEHAVIOURS

- It's a place where people smile, where I can take my concerns and they really seem to listen, they speak my language and they make it simple for me. I feel they care about me.
- It's a place where they know their jobs, they help me understand, they help me through the steps, and they help me achieve what I want.
- It's a place where they say, "how can I help?" Where if they do say no, I feel they have listened to me and their reasons make sense.
- It's a place where I know when I make a service request, something is done and when they say they will do something, they do it.
- It's a place where it is easy to do my business, they action matters quickly, I can get hold of them, I trust them and respect them.
- It's a place where improvements are constantly made, mistakes trigger learnings, and innovation occurs, they have the "bread and butter" right but they are always looking ahead.
- It's a place where staff enjoy their jobs, are challenged, and have development opportunities. It's a fun place to work, a safe place to work, and the staff respect each other.



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- It's a place that lives and breathes "public service". They are proud of working for Council and they are excellent at what they do.

HEALTH AND SAFETY

- All employees have a responsibility to work towards keeping a safe and healthy work environment by practicing safe work methods, identifying work place hazards and using appropriate safety equipment.
- Managers are responsible for implementing and promoting the management responsibilities as described in any Clutha District Council Health and Safety plans, policies and processes.

COUNCIL INFORMATION

- All employees must actively demonstrate commitment to the various management systems and processes that are adopted and used by the Clutha District Council, for example the Electronic Document Records Management System (EDRMS), accounting systems etc.

EMERGENCY RESPONSE

Under the Civil Defence Act 2002, all territorial local authorities (TLA's) are required to have trained staff ready to respond to civil defence emergencies at a local level. You may be assigned a specific civil defence role or generally be co-opted to assist during a civil defence emergency event. You may be required to:

- Undergo training for a civil defence role
- Take part in exercises as required
- Work within and/or outside of normal hours (at time of an event)
- Work in another TLA if required (at time of an event).