



CLUTHA DISTRICT COUNCIL

Finance Support Officer

Are you an organised, detail-oriented professional with excellent communication skills?

Step into the world of local government as our new Finance Support Officer!

About Us:

At Clutha District Council, we are committed to empowering our community to thrive while preserving our spaces for future generations. We believe in creating a workplace where everyone feels valued, supported, and confident in their roles.

About the Clutha District:

The Clutha District, spanning over 6,700 square kilometers in the lower South Island, offers breathtaking scenery from coast to mountains. Enjoy a relaxed lifestyle, affordable housing, and a friendly community, fostering an ideal work-life balance. Conveniently located near Central Otago and Dunedin, with its international airport and university, and bordered by the stunning Catlins, renowned for its waterfalls, wildlife, rainforest, and surf-worthy beaches.

About the Role:

As a **Finance Support Officer**, you will work within the Finance and Policy team to:

- Maintain the Council's name and address database to New Zealand Post standards.
- Manage the rates rebate process and ensure accuracy across our rating and property portfolios.
- Handle customer enquiries courteously and efficiently.
- Support the administration of the Council's property portfolio, including lease and rental agreements.

This role is perfect for someone who enjoys variety, values accuracy, and takes pride in delivering excellent service to both internal and external stakeholders.

Key Requirements

- Strong organisational and analytical skills, with attention to detail
- A friendly, customer-focused approach, able to communicate effectively with people from all walks of life
- Knowledge of basic accounting concepts (experience in local government processes or the Local Government (Rating) Act 2002 is a plus)
- Proficiency in Microsoft Office and the ability to quickly learn new systems
- The ability to work under pressure

Why Join Us?

- Opportunity to make a meaningful impact in your community
- Supportive and inclusive work environment
- Great work-life balance
- Ongoing professional development and training opportunities

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, so apply now!



CLUTHA DISTRICT COUNCIL

VACANCY DETAILS

For confidential enquiries

Please contact Sharon Jenkinson, Chief Financial Officer, 03 419 0273, sharon.jenkinson@cluthadc.govt.nz

Vacancy closes

Friday 17th January 2024

Salary

Pay range up to \$70,763 per annum gross, dependent on relevant qualifications, experience and skills.

To apply

Go to <https://cluthadc.recruitment.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

Please go to www.cluthadc.govt.nz for information about the Clutha District and this council.

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

- 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 must currently be legally entitled to work in New Zealand**



CLUTHA DISTRICT COUNCIL

Job Description

Job Title	Finance Support Officer
Date	December 2024
M Files	925126
Department	Finance and Policy
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	Chief Financial Officer
Responsible for	No staff report to this position
Job Summary and Purpose	To be part of the rates team, maintain Council's name and address database , manage Councils rates rebate process and property portfolio in an accurate and timely manner and respond to enquiries competently, courteously and efficiently.

ORGANISATIONAL CONTEXT





CLUTHA DISTRICT COUNCIL

KEY RESULT AREAS

- Teamwork
- Rates/Contacts Database
- Property
- Administration and Support
- Customer Services.

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 are 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. • Support and monitor the team to meet Council's health and safety objectives as set from time to time. • Support team members who are the subject of a health and safety incident by: <ul style="list-style-type: none"> ➢ 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>RATES/CONTACTS DATABASE</i>	MEASURES
<ul style="list-style-type: none"> • Input and amend names and addresses in Council's contacts database ensuring compliance with New Zealand Post standards across the organisation. 	<ul style="list-style-type: none"> • Council's names and addresses comply with required standard and are accurate.
<ul style="list-style-type: none"> • Identify errors within the contacts database and take appropriate remedial action. 	<ul style="list-style-type: none"> • Council records are accurate and complete, across all departments.
<ul style="list-style-type: none"> • Action change of ownerships within the contacts database and rating system to ensure Council rates and contacts records are accurate. 	<ul style="list-style-type: none"> • Council records are accurate and complete as soon as practicable.
<ul style="list-style-type: none"> • Respond to solicitors rating enquiries within Council specified timeframes. 	<ul style="list-style-type: none"> • Information is forwarded to solicitors in a timely and accurate manner.



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Job Holder Is Accountable For	Performance Standard
KEY RESULT AREA – <i>RATES/CONTACTS DATABASE</i>	MEASURES
<ul style="list-style-type: none"> Collate and forward the rating information required for the Land Information Memorandums. 	<ul style="list-style-type: none"> Information is accurate for inclusion in LIM's and provided within Council timeframes.
<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"> In times of high volume, when additional support is required or to provide cover for other staff absences, will be required to efficiently deal with all rating issues faced by Council as and when required. 	<ul style="list-style-type: none"> Ensure the rating knowledge within Council is robust and that ratepayer and staff queries can be answered in a timely manner.

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>ADMINISTRATION AND SUPPORT</i>	MEASURES
<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 actions taken.



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Job Holder Is Accountable For	Performance Standard
KEY RESULT AREA – CUSTOMER SERVICES	MEASURES
<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"> Developing knowledge and skills for the position via on the job training and attending identified training courses. 	<ul style="list-style-type: none"> Customers are kept informed, staff are up to date, positive feedback is received and there is positive participation in training sessions
<ul style="list-style-type: none"> Maintaining a comprehensive knowledge of all services, activities and functions handled by the team. 	<ul style="list-style-type: none"> Responses to queries and requests are accurate and directed to the correct Council staff member when required.
<ul style="list-style-type: none"> Maintaining an up to date working knowledge of all computer applications and technology utilized by the team. 	<ul style="list-style-type: none"> Proficiency demonstrated in use of all applications and technology.
<ul style="list-style-type: none"> Actively promote and demonstrate Council's principles, while maintain 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.

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.

WORK COMPLEXITY

Most challenging duties typically undertaken 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 document when dealing with customer queries.
- Maintain Council's name and address database to New Zealand Post standards.
- Monitor and facilitate the Council's rates rebate program.
- Attention to detail, problem solving, investigating and obtaining explanations in a timely and accurate manner.
- 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"> \$10,000
<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"> Knowledge of basic accounting concepts. 	<ul style="list-style-type: none"> Knowledge of the Clutha District, its communities and council processes.
<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 the Local Government (Rating) Act 2002.
<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. 	
<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. 	
<ul style="list-style-type: none"> Computer literacy with competence in Microsoft Suite. 	

KEY RELATIONSHIPS

EXTERNAL	PURPOSE OF CONTACT WITH THIS PERSON/S
<ul style="list-style-type: none"> Government and non government agencies 	<ul style="list-style-type: none"> To obtain and provide information.
<ul style="list-style-type: none"> Other territorial local authorities and regional councils 	<ul style="list-style-type: none"> 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"> Service providers 	
<ul style="list-style-type: none"> Community groups and organisations. 	



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INTERNAL	PURPOSE OF CONTACT WITH THIS PERSON/S
<ul style="list-style-type: none">• Council and community board members	<ul style="list-style-type: none">• Provide information and support as required.
<ul style="list-style-type: none">• Chief Executive	
<ul style="list-style-type: none">• Management Team	
<ul style="list-style-type: none">• All managers and staff	

ORGANISATIONAL BEHAVIOURS

CDC Purpose Statement (why we exist/why we are needed):

“To empower our community to thrive and look after our spaces for future generations”.

Cultural Vision Statement (the type of workplace employees want to have):

“CDC is a safe and enjoyable place to work where everyone feels valued, supported and confident in their role”.

Values Statements (the principles that guide behaviour and decision-making):

Empathy: *We have empathy and treat people with respect.*

Inclusion: *We are inclusive of different cultures, perspectives and experiences.*

Openness: *We are respectfully honest and share knowledge and information.*

Integrity: *We do the right thing and speak up when we see the wrong thing.*

Therefore, when working for CDC we expect our people to:

[Be open, inclusive, have empathy and do the right thing](#)

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).