

Job Description



My Position

Position:	Team Leader – Business Services
Section:	Business Services & Rates
Group:	Strategy & Finance
Responsible to:	Business Services & Rates Manager
Responsible for:	<ul style="list-style-type: none">• Finance Officer – Accounts Receivable & Revenue x 2• Finance Officer – Revenue• Finance Officer – Accounts Payable x3 (2 x FTE)
Job Purpose:	<ul style="list-style-type: none">• To lead the responsibilities of Council's debt management function to minimise arrears and write offs.• To manage Council's debt recovery in accordance with appropriate legislation and policy for general debt and all other Council debt excluding regulatory fines.• To oversee workflow of the revenue team ensuring priorities are clear and work is appropriately prioritised and to provide support and assistance where required.• To assist in the accounting and reporting functions for the revenue team.• To perform quality checking on revenue team functions and to approve payments, refunds and transfers.• To lead, support, coach and develop all members of the revenue team to be effective in their roles so that they contribute positively to the Council workplace.• To provide high quality customer service.• To undertake other assigned tasks that assist the revenue team to deliver its goals and objectives.• To provide 2IC back up to Business Services & Rates Manager for Revenue & Payable Tasks

Our Council

Our District Vision:	Thriving and resilient Tasman communities <i>Kia manawaroa te tai o Aorere</i>
Our Purpose:	Delivering Public Value <i>Kia whai hua mā te marea</i>

Our Values

We support our Vision and Mission through living our values.

Auahatanga – Innovation. *I orea te tuatara, ka patu ki waho. A problem solved by continuing to find solutions.*

Manaakitanga – Caring/ Sharing. *Te tohu o te rangatira, he manaaki. The sign of a leader is how they support, protect and respect others.*

- We love ideas, big or small
- We delivery differently
- We learn and grow
- We give it a go
- We are brave and challenge the status quo

Kawenga – Responsibility. *Kia ū ki te pai. Stay resolute to that which is good.*

- We honour our commitments
- We act professionally with integrity
- We are honest and open
- We bring the right attitude to work
- Safety and wellbeing come first

- Helpfulness and respect guide us
- Our mana encourages and lifts others up
- Care and empathy are a priority
- We are always welcoming
- We freely share knowledge

Whanaungatanga – Relationships. *He aroha whakatō, he aroha puta mai. If kindness is given then kindness shall be received.*

- We connect, listen and involve
- We believe in collective success
- Our stories create shared meaning
- We embrace diversity
- We are kind and nurturing

My Group

Role of the Strategy and Finance Group

The Strategy & Finance Group’s primary purpose is to provide strategic and corporate planning, capital programme delivery, management of commercial activities, and fiscal stability and management of the Council’s financial performance and reporting, rating and treasury functions.

The Group’s work includes co-ordinating Council’s Long Term Plans, Annual Plans, Annual Reports and Policies required by the Local Government Act 2002; preparing Council’s plans and policy statements required under the Resource Management Act 1991; overseeing the development of the Future Development Strategy, Growth Strategy and Activity Management Plans; and undertaking reserves and recreation planning.

We achieve this by demonstrating the principles of Te Tiriti, investing wisely in infrastructure, people, and tools and by respecting, supporting, and enabling others. Our systems, oversight and advice empowers our Council and our communities to make wise and enduring decisions.

My Key Result Areas

My Priorities

What am I supposed to do?	How well am I supposed to do it?
<p>Debt Management and Penalties</p> <ul style="list-style-type: none"> • Perform debt management processes including corresponding with and discussing overdue accounts with customers as required. • Proactively monitor account balances to ensure receipts are processed correctly and to appropriate accounts. • Liaise with other parts of Council and the Council’s debt collection agent regarding the status of individual accounts. • Maintain relevant flags in the database relating to the debt status of accounts. • Assist with the development and review of debt management procedures and up-front risk mitigation processes. • Recover Resource Consent Debt in accordance with provisions of Resource Management Act 1991. 	<p>Debt Management and Penalties</p> <ul style="list-style-type: none"> • Active collection strategies are employed to reduce the level of arrears. • Debt management procedures are completed on a timely basis and in accordance with policy. • Processes improvement is evident in accordance with best practise guidelines. • Debt collection levels across all revenue streams are improved on a year on year basis. • Increasing numbers of customers are electing to sign up for direct debits. • Debt recovery processes are carried out in accordance with Resource Management Act 1991. • Debt recovery processes are carried out in accordance with Building Act 2004. • Statutory Land Charges are applied lawfully and debts made recoverable upon transfer of debtors’ properties.

<ul style="list-style-type: none"> • Recover Building Control Debt in accordance with the provisions of the Building Act 2004. • Apply Statutory Land Charges on properties with debts arising from statutory requirements. • Contribute to ongoing process improvement that will speed up collections and minimise risk of write offs. • . • Provide documentation for court processes for recovery of debt. • Liaise with external legal firms as required on debt collection processes. • Train other revenue team members and Council staff in debt management procedures and policies, as required. • Actively follow up and encourage the use of direct debit and/or payment plans as appropriate to minimise use of the debt collection agency. • Manage the relationship with debt collection agency. • Hold regular meetings with assigned internal teams on outstanding debt to ensure timely collection or referral for collection. 	<ul style="list-style-type: none"> • Successful collection of debt through court ordered repayment. • Regular meetings with areas of Council on outstanding debt evident.
<p>Revenue & Payable Team Workflow, Support and Training</p> <ul style="list-style-type: none"> • Communicate effectively with both the revenue & payables teams to ensure daily workflows are optimised and perform various team functions when workloads require (e.g. relief banking, rates administration, direct debit administration, accounts receivable administration, payment runs & approvals). • Contribute to ongoing process improvement across the revenue & payable team functions. • Train other staff throughout Council in standard revenue admin team processes as required. • Provide appropriate development, technical input, mentoring, coaching, peer review, quality checking, feedback, and internal training opportunities to the revenue team. 	<p>Revenue Team Workflow, Support and Training</p> <ul style="list-style-type: none"> • Workflows and team priorities are clear to all team members and work is appropriately prioritised • Responds positively to opportunities to provide advice and assistance as required. • Takes an active approach to own workload management by using good systems to track work demands and deadlines and has clear discussions about priorities with the Business Services & Rates Manager, Team Leader - Rates and other revenue team members. • Process improvement opportunities are raised and actioned. • Staff throughout Council have improved understanding of the revenue team functions. • Leadership that inspires and motivates others to perform well is evident. • Regular performance feedback that encourages growth and development of staff is evident. • The Council's Values and expected behaviours are championed by being a positive role model at all times.
<p>Revenue Accounting, Reporting and Business Services & Rates Manager support</p> <ul style="list-style-type: none"> • Complete assigned general ledger reconciliations on a timely basis and prepare revenue team journals. • Approve assigned general ledger reconciliations on a timely basis. • Approve financial transactions within financial delegations on a timely basis. • Prepare information required by external auditors and is involved in internal control processes around revenue at year end, as required (e.g. development contributions revenue recognition). • Prepare regular financial reports relating to the revenue function and status of accounts, trends etc. 	<p>Revenue Accounting, Reporting and Business Services & Rates Manager Support</p> <ul style="list-style-type: none"> • Reconciliations are completely accurately, and reconciling items followed up on a timely basis. • Journals are accurately entered and do not require corrections. • Auditor information is prepared accurately and within required timeframes • The Business Services & Rates Manager receives accurate and timely analysis on financial items. • Positive feedback from the Business Services & Rates Manager confirms tasks are undertaken with a high degree of accuracy, efficiency and timeliness.

<ul style="list-style-type: none"> Provides assistance to the Business Services & Rates Manager for key tasks and ad hoc projects, as assigned. 	
<p>Data Approvals and Quality control</p> <ul style="list-style-type: none"> Monitor changes to direct debits and review for accuracy prior to weekly direct debit runs. Approve revenue team refunds and transfers. Ensure Finance Officers maintain the customer and rates database through accurate processing of sale notices, ratepayers' notices of postal address changes and emails. Ensure compliance is maintained with customer data guidelines. 	<p>Data approvals and Quality control</p> <ul style="list-style-type: none"> Revenue transactions are accurate and compliant with policy. Any corrections required are made prior to approval. Data and insight dashboards show continuous improvement in data quality. Organisational maturity to customer data improves.
<p>High Quality Customer Services</p> <ul style="list-style-type: none"> Handle queries from staff and the public relating to revenue matters and maintain confidentiality. Ensure all inwards correspondence is replied to in a timely manner. Ensure customer service requests referred to the section are effectively managed in accordance with the Council's procedures. Record requests for service in service request systems as appropriate and escalate enquires according to agreed procedures. Attend to customer request calls, letters and emails as required. "Add value" when responding to customer enquiries. 	<p>High Quality Customer Services</p> <ul style="list-style-type: none"> Inward correspondence is processed and replied to in accordance with the Council's timeframes and other policies. Job holder is available and responsive to customers and their enquiries with the majority of requests responded to and resolved first time. There is a high level of customer satisfaction with the services provided by Council. Improved ratepayer/customer perception of Council's performance is evident. Requests are managed in accordance with Council procedures and promote customer satisfaction. Positive feedback confirms that the section's customer response meets the Council criteria. Systems are maintained, updated and reported as necessary. Customers are contacted within specified timeframes to update their status and provision of related information adds value.
<p>Systems Support and Liaison</p> <ul style="list-style-type: none"> Ensure documentation, standard operating procedures, desk files etc associated with the role are effectively maintained and up to date and ensure Revenue Administration Team members' areas are likewise updated and maintained. Train section staff in standard processes as required. Communicate with the Business Services & Rates Manager and Team Leader – Rates to enable effective management and prioritisation of tasks. Assist the wider section by undertaking assigned tasks and administration as requested. 	<p>Systems Support and Liaison</p> <ul style="list-style-type: none"> Processes are documented to ensure that training, auditing, maintenance, role hand-over, and other tasks can be easily carried out. Backups are able to function effectively because of thorough documentation and training provided. Current status information and other support is provided to the Business Services & Rates Manager in a timely manner. Staff throughout Council have improved understanding of revenue team functions. Assigned tasks are undertaken with a high degree of accuracy, efficiency and timeliness with priority given to urgent work. Job holder responds positively to opportunities to work collaboratively.

My Leadership

Team Leadership & Engagement

- I act as good role model, am an enabler of change and demonstrate a leadership style that creates a positive environment that fosters, develops and promotes engagement and collaboration.
- I create a team culture of fairness and belonging, where all members of my Section are and feel valued.
- I provide opportunities for my team to participate and be included in decision making that may impact on their individual or team performance outputs.
- I openly celebrate success and tell the stories around how problems are identified and resolved.

Team Performance Management

- I effectively lead, enable and hold others accountable for delivering on our Section work programme and Council's strategic goals and performance objectives.
- I provide effective support and proactively assess my team's workload and reallocate workloads when needed.
- I make sure my team understand their statutory delegations and apply these correctly.
- I make sure reports to Council prepared by my team meet the expected standards and format.
- I understand the data and information generated by my team is an important Council asset and I use this data and systems to drive performance, quality decision-making and improved service delivery.

Team Professional Development

- I make sure everyone in my team has clear annual performance goals and measures that are aligned with Council's strategic goals, and I meet with them regularly to discuss and review progress.
- I have regular development, mentoring, coaching, feedback performance conversations with my team, I understand their career goals and encourage participation in appropriate training opportunities.
- I make sure appropriate succession planning is in place for my team and there are clear links to individual's career development plans.

Team Recruitment & Induction

- I take an active responsibility for the recruitment of the 'right person in the right job'.
- I actively participate in and ensure quality induction, training and ongoing socialisation is provided to new members in my team.

My Contribution

- I actively contribute to the achievement of community outcomes and Council's strategic goals and objectives.
- I role model behaviours and attitudes that support Council's Vision, Purpose, Values and foster positive relationships that are built on trust and respect.
- I put our customers first, treat them with respect, have a 'can do' attitude, and provide them with a quality customer service experience.
- I contribute to the promotion of the principles of Te Tiriti o Waitangi and work in partnership with iwi.
- I take personal responsibility for the on-time delivery of my role responsibilities, and owning my performance and professional development.
- I provide solid professional advice (internally and externally) and this contributes to maintaining and enhancing the Council's image.
- I am responsible for managing and maintaining the storage and integrity of information, data and records that I create and have a responsibility for.
- I take ownership for my health and safety (H&S) responsibilities and participate and support health, safety and wellbeing initiatives and training opportunities.
- I actively seek out and promote business process improvement ideas/solutions that reduce our paper based systems and enhance our service delivery.
- I am a willing contributor and participant in organisational improvement, professional development opportunities and continuous improvement initiatives.
- I provide assistance and support during Civil Defence activities as required.
- I fulfil other assigned responsibilities, tasks and project work in a professional and timely manner.

My Delegations

I have delegated decision-making authorities and financial responsibilities for expenditure as listed in Council's Delegations Register. I also have staff responsibilities.

The Council may from time to time delegate to me other specified powers and duties, all of which I must exercise with due care and diligence.

My Competencies

My Qualifications and Experience:

- A Level 5 qualification in Finance, business or related field with minimum of three years post qualification experience in accounting, finance or revenue management.
OR
A Level 4 qualification in Finance, Business, or related field with a minimum, of 5 years post qualification experience in accounting, finance or revenue management.
- Experience in local government or a large organisation is essential.
- Demonstrated experience leading, mentoring and developing team members to achieve high performance.
- Experience in debt recovery, credit management, accounts receivable, revenue administration or a similar customer focused function.
- Experience managing complex or sensitive customer accounts and achieving positive outcomes.
- Strong financial, analytical and problem solving skills with experience interpreting legislation, policy and financial information.
- High level of digital literacy, including being a highly competent user of Microsoft Excel and the Microsoft Office suite, experience working with financial and database systems.
- Proven ability to work with a high degree of accuracy, attention to detail and apply sound judgement.

My Personal Attributes:

- A high level of interpersonal and communication skills to provide customers and stakeholders with clear precise information and accurate messages.
- Ability to remain calm, constructive and understanding when handling difficult customers, complaints and stressful situations so as to generate a positive image of the Council.
- Analytical approach with the ability to recognise future consequences of actions.
- Exceptional organisational skills and an ability to work under tight time constraints.
- Initiative and good judgement skills and a disposition to solving problems.
- An ability to relate to a wide range of people with relationship building skills.
- An active team member with a passion for quality customer experience, business outcomes, and continuous improvement.
- Proven leadership skills and commitment to staff development, management, and mentoring skills with a strong commitment to teamwork.
- A proven commitment to quality customer service and teamwork.
- Flexible and change adaptive, quality and improvement focused.
- Ability to work with minimal supervision.

My Agreement

My Name:

My Signature:

Date: