



Position Description – Finance Administrator - Rates

This position reports to: Rates Team Lead

Career Level: 10

Position purpose:

As a member of the Finance Team the Finance Administrator will responsible and accountable for:

- Administration of rates, bin charges.
- Administration of rebates, remissions and write-offs.
- Annual review of rates and charges.
- Rates credit balance review.
- Triennial revaluation of properties and property splits.
- Administration of sales notices.
- Adhere to the agreed end-of-month processes and timeline.
- Actively seek to improve routine processes with a view to increase overall efficiency and quality of the information produced.
- Assist accounting team as required to enable effective financial reporting and administration.
- Support the wider team as required.
- Support ratepayers with current year payment plans.

The key areas of responsibility include:

- **Customer Satisfaction**
 - Act to a high standard, consistently and fairly with both internal and external customers, with a supportive customer driven attitude.
 - Ensure that internal customers are provided with timely and accurate information.
 - Resolve issues effectively and within the Council framework.
 - Maintain confidentiality and security of all customer and Council information that is not public information.
 - Build customer relationships based on seeking common ground, treating customers with respect and understanding, including difficult customers, to allow for solutions for both parties.
 - Know and understand the services available in the Community which could support customer needs.
 - Respond to customer queries quickly and proactively, with care and consideration, in a positive, professional and welcoming manner.
 - Attending to phone calls and customer walk-ins, as required.
- **Finance Administration**
 - Calculation of bin charges.
 - Quarterly invoicing of rates.
 - Administration of rebates, remissions and write-offs.
 - Administration of rates
 - Administration of rates rebate applications.
 - Processing property splits/subdivisions.
 - Daily EDE files updated.
 - Rating factors added accurately.
 - Proactive and effective referral of matters for solicitor enquiry, where needed.
 - Proactive monitoring of the dedicated shared inbox.
 - Administration of sales notices.
 - Ensure correct amounts are charged.

Direct reports: Nil

Indirect reports: Nil

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Deliverables

Big Picture

- Have awareness of strategies, contribute to plans and KPIs for self, team and other teams as required.
- Stay up to date with legislation and practices as appropriate to role.
- Understand the intent/ethos of local government and the services provided by other parts of the Council.
- Stay informed of organisational activities and decisions through being attentive to communications.
- Show understanding and commitment to Te Tiriti o Waitangi (The Treaty of Waitangi) principles, know how these Principles are relevant to your work.

Performance

- Achieve performance goals and expectations and follow leadership instruction on time and to a high standard consistently.
- Report on progress to plan, and against own KPIs.
- Take an active role in own goal setting, learning and development.
- Correctly and appropriately use technology as required for role, including new technologies.
- Contribute to the sustainability efforts and financial position of the Council through the responsible use of resources and equipment.
- Comply with all legislation and Council policies.
- Contribute to the sustainability efforts and financial position of the Council through the responsible use of resources and equipment.
- Set a positive example for punctuality, attendance and work ethic.

People & Culture

- Act in ways that align with and promote Council values.
- Be a positive and constructive team member.
- Collaborate on cross team/discipline projects and teams as required.
- Constructively and successfully adapt to changes.
- Take positive actions to keep self and others physically and psychologically safe and well.
- Attend, be prepared for and engage constructively in all meetings.
- Deliver exceptional customer service consistently (make every interaction count).
- Build effective, sustainable relationships at all levels.
- Have consistently positive interactions externally and with Community Boards and Elected Members (as required for role).

Requirements for all staff

- Selwyn District Council honours Te Tiriti o Waitangi. We are committed to working with our Treaty partner to deliver on our obligations under Te Tiriti o Waitangi.
- Take all reasonable and practical steps to ensure the health and safety of yourself and others. Comply with any reasonable health and safety instruction, policy or procedure and ensure that all hazards, risks and incidents are reported using Vault.
- Actively participate in Performance Appraisals and complete a learning plan in conjunction with your manager.
- Maintain a strict sense of professional ethics, maintaining confidentiality and privacy as per the Privacy Act and abiding by Council Policies.
- Be responsible for meeting the provisions of the Public Records Act 2005 (PRA) and the Local Government Official Information and Meetings Act 1987 (LGOIMA) in respect of Council information, and for following related Selwyn District Council policies and processes.

Emergency Management requirements for all Council Staff

- Selwyn District Council has a legislative responsibility to respond to an adverse event occurring within our communities. As such, any staff member may be required to assist the Emergency Management Team respond to such an event. Family circumstances and BAU roles will be taken into account.
Required assistance may include:
- Coordination of emergency services and lifeline providers within the community during a civil defence emergency or adverse event.
- Respond to civil defence emergencies or adverse events wherever possible and if it is safe to do so.
- Participate in any required Civil Defence exercises to ensure that essential services are maintained.

Authorities

- Authorised to commit the Council to a course of action by signing external correspondence within approved delegation levels. For courses of action which will exceed the delegation levels, this must be done in conjunction with your manager.
- Comply with all other relevant sections of the Delegations and Policies manuals and their amendments.

Skills and Experience

Essential	Desirable
• High level of digital literacy, with the ability to confidently use financial systems, databases, and Microsoft Office applications • Minimum 2-3 years' experience in a customer-focused finance or administration role. • Excellent time management, planning, and organisational skills, with the ability to manage competing priorities and meet deadlines. • Strong written and verbal communication skills, with the ability to communicate effectively with ratepayers, solicitors, and internal stakeholders • Ability to maintain confidentiality and exercise discretion when handling sensitive customer and financial information • Ability to work under pressure, prioritise workloads, and adapt to changing business needs. • Strong attention to detail, ensuring accuracy when processing financial transactions, ownership changes, direct debits, and customer records. • Strong customer service focus, with a commitment to delivering accurate, timely, and professional service.	• Experience working in a local/central government environment

Key relationships

External	Internal	Committees/groups
Te Taumutu Rūnanga	Finance Team	Committees of Council
Te Ngāi Tūāhuriri Rūnanga	Chief Executive	Business organisations and networks
Council customers	Executive Leadership Team	Special interest groups and committees
Selwyn residents	Council staff	
External contractors	Mayor	
Territorial and Regional Authorities	Elected Councillors	
Government Agencies (incl MfE, MBIE, Work safe NZ, Ministry of Justice, Police, ACC)	Elected Community Board Members	
Greater Christchurch Partnership		
Non-government agencies		
Unions – Public Service Association		

Individual Contributor Competencies



Eats problems for breakfast. When faced with a new situation or setback, uses initiative and takes appropriate action.



Does Change Well. Is open-minded about change and prepared to adapt. Moves forward positively and constructively.



Builds Togetherness. Is equally open and friendly with all people, and respectful of individual differences. Works effectively in teams.



Rocks the messaging. Keeps those who need to know 'in the know'. Communicates clearly and appropriately.



Tackles the tough stuff. Prepared to constructively share an opinion and get involved in conversations on challenging matters. Takes ownership of mistakes.



Delivers the goods. Reliable, conscientious, disciplined and organised. Delivers to a manageable high standard consistently.



Brings out the best. Enjoys learning and improving their skills to be the best they can be. Embraces opportunities to identify and address development needs. Recognises and celebrates the achievements of others.



Sets the tone. Can keep functioning and stay calm when under pressure. Is a positive influence in the team.

Education, Qualifications, Memberships

Essential

Desirable

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- Minimum of NCEA Level 3 or equivalentent

The information contained in this position description is intended to describe the general nature and level of work being performed. It is not intended to be an exhaustive list of all responsibilities, duties and skills required of the position and incumbent. From time to time it may be necessary to consider changes to the position description in response to the changing nature of our work environment.

Position Description – Finance Administrator - Accounts Receivable

This position reports to: Financial Services Lead

Career Level: 10

Position purpose:

The Finance Administrator – Accounts Receivable is a key role in supporting the financial operations of the Selwyn District Council by ensuring accurate invoicing of council services, timely revenue collection, and precise reconciliation of daily banking transactions. This position contributes to maintaining strong cash flow and upholding the financial integrity of the council.

The key areas of responsibility include:

- **Core Revenue and Billing**
 - **Sundry Debtor Management:** Prepare, generate, and distribute invoices for a range of council services, including commercial property leases, and venue hire.
 - **Revenue Allocation:** Accurately allocate and code all incoming payments—such as direct credits, credit card transactions, and cash receipts—to the appropriate general ledger accounts.
- **Banking and Cash Receipting**
 - **Daily Processing:** Undertake daily banking activities, including processing receipts and managing cash holding tills for Links and Xplor systems.
 - **Bank Reconciliations:** Perform daily bank reconciliations to ensure all payments received per bank statements align with expected receipts, promptly identifying and resolving discrepancies.
- **Debt Management and Minimisation**
 - **Arrears Control:** Actively monitor outstanding debtor accounts, issue statements, and implement council debt collection procedures to minimise arrears.
 - **Liaison:** Engage with sundry debtors to negotiate payment arrangements and act as the escalation point prior to referral to external collection agencies.
- **Customer Service and Stakeholder Engagement**
 - **Public Enquiries:** Serve as a key point of contact for external stakeholders regarding invoices, fees, payments received, and account balances.
 - **Internal Collaboration:** Work closely with internal council departments to support invoicing processes and ensure accurate and timely billing.
- **Compliance and Audit Support**
 - **Audit Readiness:** Ensure all income transactions and debtor records comply with council policies and procedures, and provide supporting documentation and assistance during audit processes as required.

Direct reports: Nil

Indirect reports: Nil

Deliverables

Big Picture

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- Stay up to date with legislation and practices as appropriate to role.
- Understand the intent/ethos of local government and the services provided by other parts of the Council.
- Stay informed of organisational activities and decisions through being attentive to communications.
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Performance

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- Comply with all legislation and Council policies.

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- Contribute to the sustainability efforts and financial position of the Council through the responsible use of resources and equipment.
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People & Culture

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Requirements for all staff

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Skills and Experience

Essential	Desirable
• High level of digital literacy and basic understanding of financial systems, databases, and Microsoft Office applications • Minimum 2-3 years' experience in accounts receivable, including invoicing, debt follow-up and reconciliations. • Excellent time management, planning and organisational skills with the ability to meet deadlines. • Strong written and verbal communication skills. • Ability to maintain confidentiality and exercise discretion when handling sensitive customer and financial information. • Works well with others, including sharing knowledge and covering colleagues' work when needed • Looks for ways to improve processes and suggests practical changes • Ability to work under pressure, prioritise workloads, and adapt to changing business needs. • Strong customer service focus, with a commitment to delivering accurate, timely, and professional service.	• Experience working in a local/central government environment • Uses initiative, thinks outside the square and shares ideas openly • Knowledge of MagiQ

Key relationships

External	Internal	Committees/groups
Te Taumutu Rūnanga Te Ngāi Tūāhuriri Rūnanga Council customers Selwyn residents External contractors Territorial and Regional Authorities Government Agencies (incl MfE, MBIE, Work safe NZ, Ministry of Justice, Police, ACC)	Finance Team Council staff	Business organisations and networks

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