



## **Application Information Pack**

### **Team Leader, Rates**

**Fixed term – Two Years**

\$1,521.85 - \$1,681.68 per week

(plus 9.5% superannuation)

Full time – 35 hours per week

**Division:** Finance

**Closing Date:** 5.00pm, Friday, 15 March 2019

**Contact Officer:** Wendy Robinson on (02) 6238 8134

## Guidelines for Applicants

### APPLYING FOR THE POSITION

You need to apply in writing for the position. It is most important to prepare a good application as it will be used to decide whether you proceed to interview. A good application shows why you are the best person for the job and how your skills, knowledge and experience meet the selection criteria.

Application must contain:

- A covering letter of application
- Telephone number(s) for contact purposes
- Your résumé (curriculum vitae) including referee contact details
- Your claims against the Functional Capabilities and

**NOTE:** You should be available for interview as soon as the vacancy closes. If you know that you will be unavailable, please note this on your application and if possible, provide alternate contact details.

### ELIGIBILITY REQUIREMENTS

To be eligible to work in Australia you must provide a copy of either a birth certificate, citizenship certificate, or a passport and a copy of a current driver's license with your application. If you are not eligible to work in Australia at the time of applying for the advertised vacancy, it is in your interests to advise (in your application) whether you have applied for Australian Citizenship or working visa and the expected timeframe for recommendation.

### THE ROLE OF THE SELECTION COMMITTEE

The selection process will be undertaken by a small panel, usually consisting of three members. Each selection panel is convened with care to ensure that it has the necessary expertise to make a sound decision in a fair and impartial way. Collectively, the committee will have an understanding of the vacancy and its role and will be responsible for the integrity of the final selection decision.

The Committee will be responsible for shortlisting, assessing the applicant which may include questions at interview, skill testing or scenario problem solving or a mixture contacting referees and making a recommendation of appointment to the relevant delegate.

The most suitable applicants (short listed from their written application) will be called for an interview where each candidate's strengths and weaknesses in relation to the selection criteria are further assessed. The purpose of the interview is to provide the applicant with the opportunity to expand on information presented in their application and to enable the panel to gather further data for the assessment process.

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The body of the interview will be structured so that each interviewee is provided with the same assessment process and at the interview you will be given the opportunity to ask questions about the position. The assessment offer candidates the chance to demonstrate their understanding of the position and its duties.

At this stage you may also present information to the committee which you feel assists your application.

If you are offered an interview and you have any special needs (for example, wheelchair access to the building, interpreter for hearing impaired persons) you should inform the person who contacts you

You will be advised by letter or email if you have not progressed further in the selection process after interview.

You have the opportunity to contact the Chair of the panel to receive feedback on your application and/or interview. This feedback will assist you with future applications and interviews.

Please note that unsuccessful applications and recruitment documentation will be retained for 12 months and then destroyed. Recruitment documentation for successful candidates will form part of your personnel file.

### **REFEREE REPORTS**

Comments will be sought from your nominated referees to determine your ability or potential to fulfil the selection criteria and the requirements of the job you have applied for. Referees will be required to confine their comments to their direct knowledge of you. It is therefore important that you nominate referees who are able to discuss your suitability in relation to the selection criteria.

Consider providing them with a copy of the position description so that they are prepared to provide relevant information to the selection committee. Written referee reports are not required.

### **MEDICAL ASSESSMENT**

You will be required to undertake a medical assessment at Council's cost if the selection panel thinks you should progress in the selection process. The results of the medical will assist Council to determine if you are able to meet the inherent requirements of the position you have applied for. Pre-employment medical reports will be kept securely on file.

### **PROGRAMS TO ENSURE FAIR & SAFE EMPLOYMENT**

#### **Equal Employment Opportunity (EEO)**

Queanbeyan-Palerang Regional Council believes that equality in employment is a fundamental right for all people. EEO principles ensure that people are not discriminated against and have equal access to employment, conditions of employment, training and development, promotional opportunities and evaluation of performance.

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The outcome of good EEO practice is a diverse and skilled workforce, improved employment access and participation of EEO groups and a workplace culture displaying fair practices and behaviours.

### **Work Health and Safety (WHS)**

Queanbeyan-Palerang Regional Council is committed to safe work practices and a safe work environment. Council regularly reviews its facilities and work practices as part of its risk management plan. Each employee has a legislative requirement to ensure their work is carried out safely. Queanbeyan-Palerang Regional Council is also committed to assisting with the prompt return to work of injured workers.

### **Fitness for Work – Drug and Alcohol**

Queanbeyan-Palerang Regional Council is committed to safe work practices and a safe work environment. Part of providing a safe environment is ensuring workers are fit for work and to this end Council has introduced an Alcohol and Other Drugs Procedure. Part of that procedure covers random testing. Random testing has been introduced to detect alcohol, opiates (including codeine), amphetamines (including pseudoephedrine) and benzodiazepines. Testing is conducted through oral means (breath test and oral swab).

### **SENDING YOUR APPLICATION**

All completed applications can be:

- Emailed to: [careers@qprc.nsw.gov.au](mailto:careers@qprc.nsw.gov.au)
- Lodged online: <https://www.qprc.nsw.gov.au/Council/Careers/Apply-online>  
or
- Sent to: PO Box 90, Queanbeyan NSW 2620



### Position Description

Position Title	:	Team Leader Rates
Position No	:	10007
Portfolio	:	General Managers Office
Branch	:	Finance
Grade	:	14
Location	:	Primarily based at Council's Braidwood site and alternate locations as operationally necessary

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#### **The Role:**

Report to	:	Program Coordinator Revenue Accounting
Responsible for	:	Direct reports
Delegations	:	As detailed in Council's delegation register

#### **Primary Purpose:**

As a member of the Revenue Accounting team, the position's primary purpose is to deliver on the following objective/s:

##### *Objective:*

To provide supervision, assistance and support to oversee the functions of the Revenue/Rates Section.

As a member of the General Managers team, the position's ancillary purpose is to assist delivery on the following principles:

##### *Principles*

- *Service: Maintain seamless service delivery to communities in accord with adopted standards*
- *Opportunity: Embrace opportunities to improve services and infrastructure for communities*
- *Cohesion: Bring together and build on the strengths of strategies, structures, staff and systems*
- *Engagement: Inform and involve communities, staff and other partners, including industry unions, in planning and implementing change*
- *Integrity: Ensure ethical, open and accountable governance and administration*
- *Respect: Value the knowledge and contributions of staff, communities and other partners*
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# Team Leader, Rates

## **Key Accountabilities and Responsibilities**

The position is accountable for:

- Supervise the rates team to ensure high quality services are provided to clients in accordance with current Local Government legislation and Council procedures, standards and codes of best practice.
- Maintain and control Council's rating and valuation records and ownership records.
- Supervision of staff; compliance with statutory obligations.
- Coordinating resources (people, financial) in accord with program budget.
- Complying with workplace health and safety, risk, environmental and quality (HSEQ) objectives and targets
- Contributing constructively to culture of health and safety within the Council

## **Key Responsibilities**

The position is responsible for assisting with the delivery of the following programs and activities.

<b>Revenue</b>	<b>43.2.1</b>	<b>Revenue Accounting</b>	Management of Council's revenue areas Including: Accounts Receivable Rates Water Waste Charges Trade Waste charges Debtors and Debt Recovery S603 Certificates
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The employer may direct the employee to carry out such duties that are within the limits of the employee's skill, competence and training.

## **Performance**

Performance will be assessed on the skills set for the role together with the exhibition of behaviours assessed against the principles and organisational values.

## **Functional Capabilities for the role:**

- Qualifications in a related field together with extensive experience in Local Government Rating and Property.
- Demonstrated experience in providing a high level of customer service.
- Ability to lead, motivate and supervise staff so that organisational resources is optimised
- Demonstrated ability to effectively use Microsoft suite of programs and electronic records management.
- Ability to plan, organise, set priorities and good time management.
- Ability to communicate effectively both in oral and written form to internal and external bodies.
- Current NSW Class C drivers licence or equivalent

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## Behavioural Capabilities for the Role

Capability	Element	Behaviour
Personal Excellence	Personal Attributes	<ul style="list-style-type: none"> <li>Encourage others to and act yourself in an honest, ethical and professional manner at all times.</li> <li>Aware of the need to maintain own motivation even when tasks become difficult.</li> <li>Does not entertain gossip or "one-up manship".</li> <li>Demonstrates a willingness to develop and apply new skills</li> </ul>
	Well-Being	<ul style="list-style-type: none"> <li>Aware of work based personal stress and of solutions to mitigate their potential impact.</li> </ul>
Optimising Outcomes	Analytical	<ul style="list-style-type: none"> <li>Work with the team to gather and consider the required information to complete own work.</li> </ul>
	Innovative	<ul style="list-style-type: none"> <li>Explore opportunities to enhance automated/technological functions to improve service delivery</li> <li>Aware of the need to share suggestions for improvements to operations to applicable stakeholders</li> </ul>
	Holistic	<ul style="list-style-type: none"> <li>Contribute to the initiatives to resolve barriers to effectiveness and promote this within the team.</li> <li>Demonstrates the need to escalate more complex issues to the appropriate person in the appropriate manner.</li> </ul>
Constructive Relationships	Quality Communication	<ul style="list-style-type: none"> <li>Ensure written and verbal communications are tailored according to audience.</li> </ul>
	Collaborate & Cooperate for Optimum Outcomes	<ul style="list-style-type: none"> <li>Support a culture based on collaborative effort that seeks out cross-organisational input.</li> <li>Demonstrates their win limitations and the need to seek and accept expert advice</li> </ul>
	Humanistic and encouraging	<ul style="list-style-type: none"> <li>Continually choose a constructive attitude.</li> <li>Demonstrates ability to resolve conflict constructively and swiftly.</li> </ul>
Achievement	Accountability	<ul style="list-style-type: none"> <li>Be output/outcome focus.</li> <li>Aware of the distinction between an output and an outcome and their role in achieving strategic outcomes</li> <li>Ensure financial management policies and guidelines are understood and observed.</li> </ul>
	Plan for and deliver results	<ul style="list-style-type: none"> <li>Aware of the need to identify common team outcomes.</li> <li>Aware of the need for their Individual Work Plan and the need to set reasonable goals within it.</li> </ul>