

Position Title	Team Leader Rates Operations
Department	Corporate
Division	
Unit	Finance
Team	Rates
Supervises	2
Reports To	Coordinator Rates
Grade	H
Date Prepared	20/08/2025
Date Last Updated	15/09/2026

Our Vision & Values: A leading organisation that collaborates & innovates



We are committed
to **safety**



We work as
one **team**



We act with
integrity



We care about
our **customers**



We **continuously**
improve

Primary Purpose of Position

The Team Leader Rates Operations is responsible for the efficient, accurate and customer-focused administration of Council's rating functions in accordance with the Local Government Act 1993 (NSW), associated regulations, Council policies and procedures.

The role provides leadership and guidance to the Rates Team, while also contributing to the development and delivery of Council's long-term financial sustainability objectives through strategic support, analysis, and advice.

Accountabilities

- Identify, develop, communicate, implement and review policies and procedures related to the Rates Team that support the organisation and reflect current industry best practice.
- Evaluation and continuous improvement of systems and processes.
- Liaising with relevant government bodies/departments and industry peers in satisfying Council's rating obligations and requirements.
- Keep abreast of changes in regulatory and statutory rating requirements and proactively advise Coordinator Rates on the implications for the organisation.
- Lead, mentor, and develop the Team to ensure a high-performing, customer-focused team culture.
- Ensure compliance with the Local Government Act 1993, regulations, and Council policies relating to rates and charges.
- Oversee debt recovery processes in accordance with legislation, Council policies, and debt recovery procedures.
- Build strong working relationships based on credibility and open communication.
- Respond to complex ratepayer enquiries, complaints and representations with professionalism and accuracy.
- Provide strategic support to management by preparing financial analysis, data insights and forecasting for use in revenue strategy, long-term financial planning, and policy development.
- Assist in developing and reviewing rating structures, hardship policies, and revenue strategies to ensure financial sustainability and equity for the community.

- Support the annual statutory process for the preparation and issue of rate notices, supplementary levies, and adjustments.
- Ensure appropriate internal controls and reconciliations are in place to safeguard Council revenue.
- Promote cross-training, knowledge sharing, and continuous improvement within the team.
- Undertake other duties as requested by the Coordinator Rates.
- **Key Challenges:**
 - Balancing compliance requirements with a strong focus on customer service and empathy, particularly with vulnerable community members.
 - Providing strategic insights and recommendations that support Council's long-term financial planning and revenue sustainability.
 - Managing complex rating issues, exemptions, and disputes in accordance with legislation.
 - Meeting statutory deadlines for levies, notices, reporting, and audits.
- **Key Relationships**
 - Internal:
 - Manager Finance
 - Rates Team members
 - Finance Team members
 - Customer Service Team and Information Management Team
 - Development and Planning Teams
 - Property and GIS Teams
 - General Counsel
 - Information Technology Team
 - External:
 - Ratepayers and members of the public
 - Council's Debt Recovery Commercial Agent
 - NSW Office of Local Government
 - Value NSW
 - Services Australia

Position capabilities and level

Below is the full list of capabilities and the level required for this position. The capabilities in bold are the focus capabilities for this position. Refer to the next section for further information about the focus capabilities.

Capability Profile – People Leader Profile 2

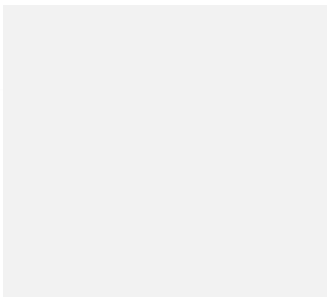
Capability Group	Capability Name	Level
 Personal Character	Lead Self	Advanced
	Display Resilience	Adept
	Act with Integrity	Advanced
	Safety and Accountability	Advanced
 Relationships	Communicate and Engage	Advanced
	Customer and Community Focus	Adept
	Work Collaboratively	Advanced
	Influence and Negotiate	Adept
 Results	Plan and Prioritise	Advanced
	Think and Solve Problems	Adept
	Innovate and Improve	Adept
	Deliver Results	Advanced
 Resources	Finance	Adept
	Assets and Tools	Adept
	Technology and Information	Adept
	Procurement and Contracts	Adept
 People Leadership	Manage and Develop People	Adept
	Inspire Direction and Purpose	Adept
	Optimise Workforce Contribution	Intermediate
	Lead and Manage Change	Intermediate

Focus Capabilities

The focus capabilities for the position are those judged to be most important at the time of recruiting to the position. That is, the ones that must be met at least satisfactory level for a candidate to be suitable for appointment.

CBCity Capability Framework - Focus Capabilities

Group & Capability	Level	Behavioural Indicators
People Leadership		
Manage and Develop People	Adept	• Seeks to understand the individual strengths, weaknesses, goals and concerns of team members • Defines and communicates roles and responsibilities and sets clear performance standards and goals • Coaches team members to help improve performance and development • Regularly discusses performance with team members and provides accurate, constructive reviews • Identifies suitable learning opportunities, including stretch assignments, based on individual needs, interests and goals • Addresses team and individual performance issues, including unsatisfactory performance, in a timely and effective way
Relationships		
Work Collaboratively	Advanced	• Builds a culture of respect and understanding across the organisation • Facilitates collaboration across units and recognises outcomes resulting from effective collaboration between teams • Builds co-operation and overcomes barriers to sharing across the organisation • Facilitates opportunities to develop joint solutions with stakeholders across the region • Models inclusiveness and respect for diversity in people, experiences and backgrounds
Results		
Plan and Prioritise	Advanced	• Ensures business plans and priorities are in line with organisational objectives • Uses historical context to inform business plans and mitigate risks



- Anticipates and assesses shifts in the environment and ensures contingency plans are in place
- Ensures that program risks are managed and strategies are in place to respond to variance
- Implements systems for monitoring and evaluating effective program and project management

* Focus Capabilities are those judged to be the most important at the time of recruiting to the position. The mix of “focus” capabilities can change over time, reflecting changing work priorities and current team strengths.

Delegations

Decisions associated with this position are to be made in accordance with the Delegations of Authority (Policy186) approved by the Chief Executive Officer.

Code of Conduct

All staff are required to adhere to the Code of Conduct (CP25).

Work Health & Safety

All staff are required to adhere to Council's WHS&E Responsibilities and Authorities document (REF229) and associated policies and procedures.

Records Management

All staff are required to comply with Council's Records and Information Management policies, procedures and guidelines.

Fraud & Corruption Prevention

All staff must familiarise themselves with Council's policies, systems and procedures that are in place to guard against the risk of fraud and corruption. This includes behaving ethically at all times, and actively identifying and reporting any suspected fraud and corruption.

Qualifications and Experience

Essential Qualifications

- Certificate IV in Accounting, Finance, Business Administration, Local Government or a related discipline; or Demonstrated equivalent experience in local government rates administration, revenue management or a related field.
- Current Class C NSW Driver's Licence.

Essential Experience

- Demonstrated knowledge and practical experience in local government rating and revenue functions, including application of the Local Government Act 1993.
- Proven leadership skills with experience in supervising, developing, and motivating a team.

- Demonstrated ability to provide strategic support through financial analysis, forecasting, and contribution to long-term financial planning.
- Strong analytical, problem-solving and decision-making skills with high attention to detail.
- Ability to interpret and apply relevant legislation, policies, and procedures.
- High-level interpersonal, negotiation and conflict resolution skills with a commitment to delivering quality customer service.
- Proficiency in the use of financial systems and Microsoft Office applications, particularly Excel.
- Well-developed written and verbal communication skills, including the preparation of reports, correspondence and strategic advice.

Desirable Qualifications and or Experience

- Tertiary qualifications in accounting, finance, business, or related discipline.
- Experience using Infor Pathway or other local government financial systems.
- Knowledge of debt recovery processes and practices.

HUMAN RESOURCES USE (SELECT YES OR NO)	YES	NO
Does this position fall under the definition of child related employment?	☐	☒
Does this position require incumbent to undergo criminal reference check?	☒	☐
Does this position require incumbent to demonstrate good driving Licence class required: C Class Drivers Licence	☒	☐
Will incumbent need to make disclosure of pecuniary interest?	☐	☒
Could there be a conflict of interest with secondary employment?	☒	☐
Does this position have an inherently high risk for fraud and corruption?	☒	☐