



Yorke Peninsula Council

'To be a thriving peninsula, proud of our heritage, lifestyle and diverse, vibrant communities.

A great place to live, work and play.'

Senior Rates Officer APPLICATION KIT

Important

Applicants must submit applications in accordance with the principles outlined within the Guidelines for Applicants contained in this kit.

Each application must address the selection criteria within the Application Kit.

Applications can be submitted by:

MAIL

Bobbi Pertini
Manager People, Culture & Safety
Yorke Peninsula Council
Position No. 4220 Senior Rates Officer
PO Box 57
MAITLAND SA 5573

IN PERSON

Reception via:

- Maitland Office – 8 Elizabeth Street
- Minlaton Office – 18 Main Street
- Yorketown Office – 15 Edithburgh Road

EMAIL

admin@yorke.sa.gov.au

(Council will bear no liability for email applications submitted but not received)

Application Closing Date Monday 1st February 2021 at 5.00pm.

Council is an Equal Opportunity Employer, is smoke free and committed to a safe and healthy workplace.

Andrew Cameron

CHIEF EXECUTIVE OFFICER

Senior Rates Officer

Section	Financial Services
Stream	General Officer
Level	5
The Job	Responsible for meeting Council's Rates and Assessment obligations by ensuring accurate property records are maintained for the generation and collection of property based income. Hands on management of processes around recovery of outstanding rates, in compliance with Local Government Act regulations, will be a major focus of the position.
Position Number	4220
Position Hours	76 hour fortnight (some out of hours work may required).
Position Benefits	Employees enjoy an amazing range of benefits which include: <ul style="list-style-type: none">- 9.5% employer contributed superannuation into a fund of your choice;- generous salary packaging arrangements;- Corporate Health programme with annual health checks, skin cancer assessments and flu injections;- driver licence allowance;- income protection insurance;- flexible employment opportunities;- job security;- professional development opportunities;- emergency services leave;- family/carers and parental leave;- long service leave;- portability of leave within SA local Government; and- equal opportunity employment.
Position Status	Permanent full time
The Person	The successful applicant must have experience in Local Government rating systems and conducting debt collection. Time management and conflict resolution skills a must.
Salary	Level 5 – starting at \$82,522.44 p.a. plus statutory superannuation. (In accordance with the Yorke Peninsula Council Municipal Officers Enterprise Agreement No 5, 2019).
Medical	A compulsory pre-employment medical examination must be undertaken.
Location	Maitland Office, however appointment is to the Council, therefore the successful applicant may be required to undertake duties at other locations.
Probation Period	13 weeks
Information	Further information about the position can be obtained from Sid Jain, Manager Financial Services on 08 8832 0000.

Guidelines for Applicants

Thank you for your interest in working with the Yorke Peninsula Council is an equal opportunity employer and uses merit-based selection techniques. Please read these guidelines carefully as they are designed to help you understand Council's selection process and to put forward your best case for appointment.

Once you have found a vacancy that you would like to apply for, you should collect as much information about the position as you can.

Included in this information package is a copy of the position description which provides comprehensive information about the position, including duties and responsibilities. The position description also contains the essential and desirable selection criteria i.e. the knowledge, skills and experience required to do the job. It is the selection criteria that form the basis for making a merit-based selection decision.

If you require additional information about the position, you may speak to the contact person named in the advertisement.

Your application

When you apply for a position with Council, the key to gaining an interview is your written application. A good application shows why you are the best person for the position and how your knowledge, skills and experience match the selection criteria. Your application should contain:

- A completed Application for Employment form (**essential**)
- Your statement addressing the selection criteria (**essential**)
- Your resume (**essential**)
- A brief covering letter (**optional**)

Statement addressing the selection criteria

Short listing (or selection for interview) is based on how well your skills, knowledge and experience meet the selection criteria. Therefore you must include a statement addressing the selection criteria in your application. If not, you are unlikely to get an interview.

Make a separate heading for each selection criterion and for each one, describe your knowledge, skills and experience and how they relate to the job. One way to do this is by providing relevant examples of the work you have completed in your previous and current employment. For example, it is not sufficient just to state, "I have strong project management skills." Ideally you should give a description of the projects you have managed, what you did on those projects, and what was achieved. This will enable the selection panel when assessing your application, to develop a good understanding of your capabilities. You should also emphasise your major achievements as well as any transferable knowledge and skills that may have been gained outside of paid employment.

Example:

Proven ability to work efficiently and effectively within a team and/or independently

I have worked across a number of different industries and this has allowed me to develop my ability to work well and productively with a wide range of individuals and teams. My strong communication skills allow me to work well in team environments. Whilst completing my traineeship with Company XYZ I had the opportunity to work two different teams with different outcomes. I found I was able to adapt easily to the different environments and be an asset to both teams.

In my approach to my work I am professional and practical, and as an effective team member am always willing to pitch in to complete the work that needs doing. My previous role with Company ABC allowed me to also work autonomously. I used a task driven approach to ensure that I completed my tasks on time. This ability to stay on track contributed to the team as a whole as well.

Your resume

Prepare a resume (or curriculum vitae) which is clear, concise, up-to-date and includes:

- Personal details
- Education and training
- Employment history (name of organisation, period of employment, job title, major duties and responsibilities, main achievements)
- Skills/experience gained outside of paid work
- Contact details for two referees

The application form

Complete the 'Application for Employment Form' and enclose it with your application.

Important notes

- Please ensure that your application and attachments are securely held together and avoid sending them in folders or binding.
- Applications submitted past the closing date are not accepted unless written advice of intention to apply was received before the closing time and the formal application is received within an agreed time frame.
- Applications that are unsolicited or do not address an advertised position will not be considered and are discouraged by Council.

Interview and Selection

Reviewing Applications and Preparing a Shortlist

The first step in the selection process is to review all received applications and prepare a shortlist.

Applications are assessed against the essential and/or desirable selection criteria found in the position description. Applicants who best meet the selection criteria will be short-listed and contacted for an interview. Those who do not meet the selection criteria or who are not competitive with other applicants (due to lesser experience or qualifications) will not be short-listed for an interview and will be notified in writing as soon as practicable.

The Interview and Other Work Tests

Relevant members of council staff will conduct the interview. Interviews are conducted in a structured manner and questions based on the selection criteria.

Applicants will be asked to give examples of how they have performed in situations similar to those they will face in the job. The interview allows the selection panel to create a clear picture of the applicant's past knowledge, skills and experience as they relate to the functions and responsibilities of the job. The selection panel may use a number of methods in addition to the interview to assess the applicant's ability to perform a job. For example, applicants may also need to demonstrate competency on an item of plant or complete a problem-solving exercise.

It is a good idea to prepare for your interview. Some handy tips include:

- Think about the types of questions you might be asked at an interview and practise your answers out loud;
- Think about your strong points and major achievements;
- Think about how your knowledge, skills and experience relate to the requirements of this job

During the interview it is a good idea to:

- take your time – think about your answer;
- ask for clarification if you don't understand any of the questions;
- give relevant and complete information;
- describe what you were responsible for and what you achieved;

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- talk with confidence and in a positive manner;
 - give specific examples of your past work to support your answer
 - avoid exaggerating

Council will endeavour to meet any special requirements you may have to enable you to attend the interview, such as building access or communication assistance. Please inform the HR Officer of any requirements at the time you are invited to attend an interview. The Yorke Peninsula Council does not reimburse interview expenses.

Reference Checks

After the interviews have taken place, Council will contact the nominated referees of the preferred applicant(s). It is important that the referees you nominate can support the information you provided in relation to your work behaviour and performance and are aware that they may be contacted.

Pre-employment medical examination

In the interest of providing a safe and healthy workplace, our recruitment and selection process includes a pre-employment medical examination. The medical will be conducted at Council's expense.

Notification

If your application is successful, you will be telephoned and offered the position. A written offer including conditions of employment will then be forwarded by mail.

After an offer of employment has been made and accepted, all other applicants will be notified of the outcome by letter. This process is normally completed within two weeks of the interviews being conducted.

Further Information

For assistance, guidance or feedback in the preparation of your application, feel free to contact Council's HR Advisor, Carina Congdon in person at the Maitland office, 8 Elizabeth Street, Maitland or by phone (08) 8832 0000.

Application Checklist

Your application **must include:**

- ☐ This completed application form;
- ☐ A copy of your full resume or curriculum vitae;
- ☐ Your statement addressing the selection criteria; and
- ☐ A covering letter (optional).

The Council

Council is very progressive, proactive, innovative and forward thinking and is proud of its achievement in becoming the first Council in the state to gain Quality Certification across its entire operation. The Yorke Peninsula Council covers an area of 5,834 square Km, is approximately 175km from north to south and an average width of 30Km, with 485Km of coastline.

The Council's population is estimated to be approximately 11,200, with in excess of 180,000 people enjoying the peninsula while en route to visit Innes National Park each year. Extensive development is currently taking place at Port Vincent, Stansbury, Point Turton and Marion Bay. This emphasizes the potential of the Yorke Peninsula.

The Area

South Australia's Yorke Peninsula is an easy 2 hour drive from Adelaide. The Peninsula is a draw card for boating, fishing, diving and swimming in the calm waters surrounding most of the peninsula, in addition, the hollow beach breaks and powerful reef set ups in the southwest corner are ideal for surfers. The Peninsula also caters for bushwalks, cliff top and shoreline rambles or just leisurely relaxing by the sea.



Yorke Peninsula Council

Application for Employment

POSITION NO: _____

POSITION APPLIED FOR: _____

PERSONAL DETAILS:

Surname: _____ Ms/Mrs/Miss/Mr

Given Names: _____

Home Address: _____ Postcode: _____

Postal Address _____ Postcode: _____

Contact Numbers: Home _____ Work _____

Mobile _____ Email _____

ADDITIONAL INFORMATION

Please indicate the basis on which you are eligible to work in Australia.

- ☐ Australian Citizen
- ☐ Permanent Resident
- ☐ On a Working Visa

Have you any known condition which the Council will need to accommodate either for interview or for you to perform the duties of the position for which you have applied? Yes / No

If so, please give details _____

Where did you see this position advertised? _____

SELECTION CRITERIA

The position for which you have applied requires certain skills, knowledge and experience considered essential and desirable in performing the duties of the position. This selection criteria is listed in the position description and will be used to assess your application.

In addition to completing this application form, please ensure that you list each of the selection criteria and state how your experience, skills, qualifications and knowledge enable you to meet them, so that the selection committee can form an accurate opinion of your eligibility for the position.

☐ I have addressed the selection criteria as part of my application

DECLARATION

I declare that all the information supplied in this application and any attached documents are true and accurate, and I understand that if I provide any false information, omissions, or misrepresentations are discovered, my application may be rejected and, if I am employed, my employment may be subsequently terminated at any time.

Signature _____

Thank you for your interest in applying for this position
'Equal Opportunity in Employment and Appointment on Merit are Council Policy'



Yorke Peninsula Council

Position Description

The attached position description (PD) and associated information should not be considered as a comprehensive, complete and/or exhaustive list of responsibilities, criteria or outcomes for the position.

Instead, the PD is intended to offer a concise account of the general nature of the work that Council requires to be undertaken, including the type and range of skills, qualifications and experiences that the Council believes the incumbent should possess in order to competently undertake the duties.

You can and will be asked to undertake duties within your competence, skills, abilities and training that may not be mentioned in the attached documents.

The incumbent should be aware that their role and position within Council is dynamic. Continuing development, change and improvement of processes, practices, knowledge, skills and behaviours is highlighted and expected by the Yorke Peninsula Council.

People and jobs develop over time, so the attached PD is a 'living document' and your active involvement in the evolution of the document is critical.

Our Culture

In our workplace we value and support each other. To achieve this we commit to the YPC Staff Values and Behaviours:

Accountability
Customer Commitment
Integrity
Innovation
Collaboration

Incumbent Initials:



People & Culture

Yorke Peninsula Council
POSITION DESCRIPTION

Title: Senior Rates Officer

Stream: General Officer

Level: 5

Section: Financial Services

Position Objectives

Responsible for meeting Council's Rates & Assessment obligations by ensuring accurate property records are maintained for the generation and collection of property based income. Hands on management of processes around recovery of outstanding rates, in compliance with Local Government Act regulations, will be a major focus of the position.

Responsibilities

- Hands on management of Council's Rates and Accounts Receivable operations.
- Provide advice relating to technical Rating and associated issues.
- Interpret and advise on legislative requirements relating to Rates and Accounts Receivable.
- Ensure timely and accurate updating of Annual Gazettal Valuation List from the Office of the Valuer-General and processing weekly Supplementary lists.
- Maintain and/or ensure the timely and accurate processing of changes to assessment records having regard to property ownership transfers, amalgamation or division of property, revaluations and change of land use.
- Maintain and/or ensure that adequate processes are established to ensure total property/assessment value is balanced against control totals.
- Prepare annual rates modelling schedules and appropriate reports for consideration and adoption by Council.
- When valuations are adopted and rates declared, carry out the following:
 - Run Rates Full Test Billing;
 - Run Rate Generation;
 - Rates Notices and relevant reports are printed; and
 - Ensure that any reports are produced and requirements of Council policy and/or Council's auditor are met in relation to the area of responsibility.
- Ensure timely response to all incoming correspondence in accordance with Council policy.
- Run financial reports and perform reconciliations of rating records regularly including but not limited to:
 - Reconcile Rates Receivable with Outstanding Balance Report in accordance with Council policy; and
 - Run Fines and Interest generation at relevant times
- Initiate and process rates journal entries.
- Undertake Rates banking when requested and during periods of staff leave.
- Calculate refunds due to valuation and land use changes and coordinate relevant approvals and payments.
- Monitor the Rates Debtors and Sundry Debtors Sub-Ledgers with reference to unpaid debts.
- In consultation with the Manager Financial Services, personally undertake appropriate debt collection activities to ensure all efforts are made to collect unpaid debts.
- Implement collection procedures in accordance with Council policy and appropriate legislation.
- Provide monthly reporting and advice to the Manager Financial Services regarding all outstanding debts.
- Maintain Council's name and address database in a timely and efficient fashion to ensure correct data for use by Council staff.
- Ensure the timely and accurate processing of requests for Certificates of Liabilities pursuant to section 187 of the Local Government Act 1999.
- Monitor and allocate house numbers to township properties and maintain the street number index and provide advice of all allocations to relevant authorities and other bodies.
- Monitor and arrange allocation of Rural Property Addresses to relevant properties outside townships.

- Maintain and ensure maintenance of Council Electoral Rolls and assist in the preparation of information and data for Council Elections and be the Deputy Returning Officer for such elections if required.
- To work as an effective member of a team in the daily functions of Corporate and Community Services.
- Effectively respond to enquiries from staff, ratepayers or other external organisations both written and verbal, regarding rating and property information.
- Supervise and work with the Rates Officer to ensure efficiency and productivity is maximised.
- Hands on management of the Accounts Receivable (AR) function to achieve the following:
 - Accurate and timely raising and distribution of invoices;
 - Maintain invoicing schedule(s) for regular monthly and annual invoices;
 - Maintain AR database;
 - Complete end of month and end of year processes and reconciliations including:
 - Distribution of debtor statements
 - Reconciliation of debtors system and subsidiary ledgers
 - Allocation/receipting of payments to invoices in Authority;
 - Liaise with staff and debtors in relation to invoicing and non-payment issues;
 - Independent checking and sign off of batches by any one of the Financial Accountants.
- Provide back up for Customer Service staff when requested.
- Any other reasonable duties as directed within the scope of this role and the skills of the employee.

Specialist Knowledge and Skills

- Ability to maintain confidentiality at all times.
- Support Council by transferring knowledge and mentoring others as appropriate.
- A detailed knowledge of Local Government and its functions relating to rating and assessment and election procedures.
- Computer literacy with knowledge of software packages.
- An understanding of accounting principles and practice.
- A working knowledge of the relevant provisions of the Local Government Act and Council By-laws.
- A high level of understanding in general debt collection procedures.
- A working knowledge and understanding of Council's organisational structure.
- A working knowledge of the requirements relating to Pensioner Remissions.
- A working knowledge of the valuation process adopted by the State Valuation Office.
- A working knowledge of rates accounting as it applies to relevant Computer System and Software applications.
- Sound knowledge of the area of the Council is desirable.
- Proficient keyboard skills with a high level of numeracy and accuracy.
- Ability to utilise a high level of interpersonal skills when dealing with members of the public and other organisations including communication skills characterized by patience, clarity, empathy and understanding.
- High level of time management skills.
- Analytical skills.

Experience and/or Qualifications

- Maintain relevant qualifications, licences, skills and competencies relevant to the role.
- Considerable proven experience, at a senior level, involving Local Government rates and assessment administration.
- Experience in debt collection processes.
- Membership of the South Australian Institute of Rates Administrators or similar body.

Training

- Undertake training as appropriate, to develop and maintain competencies.
- Attendance at conferences, seminars, workshops and other training activities as appropriate, to maintain an awareness of trends and issues and keep abreast of changes in legislation which may impact on Council's administration of procedures, policies and activities relevant to your role.
- Internal training in the use of relevant Computer applications and with Council Policies and Procedures.

Organisational Relationships

- Responsible to the Manager Financial Services.
- Provide general supervision to the Rates Officer.
- Liaise with the Manager Financial Services and other staff pertaining to rates and assessment matters.

- Liaise with relevant government Departments and Agencies, Council ratepayers and any other agency as required.

Extent of Authority

- Exercise initiative and judgment where procedures not clearly defined.
- Work under limited direction and exercise a degree of autonomy and professional judgment with advice available on complex or unusual matters from the Manager Financial Services.
- Ability to make decisions within specific areas relative to the position.
- Plan, organise and manage time and that of subordinate staff to achieve outcomes.
- Appoint and organise electoral staff required for any Council elections.
- Interpretation of Acts and Regulations in areas of responsibilities.

Accountability

- Required to comply with Councils Code of Conduct.
- An annual review of staff performance will be carried out. Written confirmation of this review and discussion of any points raised will follow with employees.
- Accountable to Council through the Chief Executive Officer and your immediate supervisor for the performance of your duties relative to Acts, Regulations and Council's Policies and Procedures.
- Employees are responsible for managing their leave and accrued time so that entitlements do not carry from one period to another without approval in accordance with the Enterprise Agreement and policy requirements.
- Accountable for the accurate and up-to-date maintenance of Council's property database, name and address database, rating, assessment records and voters roll.
- Accountable for the maintenance of a high standard of communication with and service to ratepayers and other members of the public.

Performance Standards

- Confidential and sensitive information to be handled with discretion and integrity.
- Employees are required to ensure that the integrity of confidential information gained during their employment is maintained permanently.
- Initiative demonstrated in problem-solving.
- Effective communication with all levels of the organisation.
- Accuracy of work and ability to meet deadlines.
- Prompt and effective response to telephone, e-mail and counter enquiries.
- Appropriate prioritisation and organisation of duties.
- Ability to work with other staff, Council members and the community.
- Accurate maintenance of property database, rating and assessment records.
- Ability to work with minimal supervision
- The extent to which the employee is effective and efficient in the management, development and co-ordination of the resources under his/her control.

Quality and Continuous Improvement

- Comply with all Council policies, procedures and processes.
- Contribute to the identification, development, implementation and evaluation of improvements to Council policies, procedures and workplace practices.
- Participate in quality and continuous improvement projects and initiatives to meet strategic and departmental goals and objectives.
- Contribute to and facilitate a continuous learning philosophy through maintaining qualifications and learning and applying new skills and competencies.

Records Management

- Employees are responsible and accountable for adequately managing the corporate records they create and receive according to Council policies, procedures and relevant legislation that also includes the State Records Act
- Ensure corporate records are captured and stored on Council's Electronic Document and Records Management (EDRMS) and not on personal storage devices/hardware.
- Ensure records are not damaged or destroyed unless permission has been obtained from the Records Management section in consultation with State Records.

Health and Safety Responsibilities

As Senior Rates Officer

- Develop, review and implement safe work instructions and standard operating procedures in consultation with workers.
- Ensure safe systems of work are in place relating to plant, hazardous chemicals and activities performed by workers.
- Provide adequate induction, training and supervision to workers.
- Investigate and follow up all incidents and near misses in consultation with workers and their representatives.
- Carry out workplace inspections with worker representation.
- Take corrective action to control identified hazards and recommend control strategies to line management where resources are required beyond their delegated authority.
- Ensure effective communication and consultation occurs with line management, staff and their representatives in regards to WHS & IM, including any workplace change as per communication and consultation and reporting procedures.
- Ensure contractors working on site in their work areas follow safety instructions and procedures.

As an Employee

- Observe and comply with all WHS legislation, codes of practice, policies and procedures within the Yorke Peninsula Council including all safe operating procedures or instructions.
- Take all reasonable steps to ensure personal safety and that of others is not put at risk through any act or omission in relation to the above.
- Use safety devices and personal protective equipment correctly and in accordance with health and safety procedures.
- Obey all instructions from their supervisors issued to protect their own personal health and safety and that of others, and not to perform any procedure or task unless they have received appropriate training and instruction.
- Report any identified hazards, incidents including near misses or injuries which arise in the course of work, using the systems and/or documentation available for such reporting.
- Take such action as is within their competency and responsibility to report or make such recommendation to a higher level, as they deem necessary, to avoid, eliminate or minimise hazards of which they are aware of in regard to working conditions or methods of work.
- Keep work areas in a safe condition.
- Not endanger personal safety or that of others by undertaking work whilst under the influence of alcohol or a drug.
- Not to interfere with, remove or displace any safety guards, safety devices or protective equipment unless it is as part of an approved maintenance or repair procedure.
- Elect WHS Representatives.
- Fulfill individual requirements to meet any documented WHS objectives arising from performance and development reviews.
- Support and use appropriate consultative structures.
- Contribute to a culture where everyone places Safety First.

Risk Management Responsibilities

- To actively contribute to and embrace the Yorke Peninsula Council's Risk Management Program.
- Ensure that all operational activities are conducted in an environment where risk is identified and action plans are in place to remove the risk, control the risk or minimise the risk.

Occupant:

Date Appointed:

Occupant signature:

Date:

Approved by:

Manager People, Culture & Safety

No. of Sheets: 6

Supervisor:

Manager Financial Services

Supervisor signature:

Date:

SELECTION CRITERIA

(These criteria must be addressed when applying for this position)

ESSENTIAL CRITERIA

1. Demonstrated substantial and relevant experience in a similar position preferably within Local Government.
2. Demonstrated experience in conducting debt collection in accordance with an organisational policy.
3. Detailed working knowledge of rating systems including differential rating and experience with computerised rating systems.
4. Demonstrated working knowledge of rates modelling as applicable to rates generation, financial management and planning.
5. Demonstrated ability in the areas of time management, working autonomously and within a team, initiative, problem solving and conflict management.
6. Highly developed numeracy, verbal and written communication skills (including report writing) with a high level of attention to detail and accuracy.
7. Demonstrated experience in interpreting and compliance with legislation.
8. Sound knowledge of administrative procedures, policies and activities applicable to a general office environment.
9. Current Class C Drivers Licence.

DESIRABLE CRITERIA

1. Hold or working towards a qualification relevant to this role.
2. Demonstrated ability to manage and develop staff.
3. Working knowledge of the Authority software as utilised by Council.

SPECIAL REQUIREMENTS

Successful applicants will be required to prove their eligibility to work in Australia and undergo a medical assessment prior to finalization of selection.