

JOB DESCRIPTION
Approved September 2019

Title & Reporting Relationships

Position Title:	Te Kaiwhakahaere Reiti, Manager Rates, Finance Team, Corporate Services.
Grade:	SP 18
Reports to:	Chief Financial Officer
Direct Reports:	5 FTE
Indirect Reports:	As may be required pending the nature of a project or specific section of work programme
Delegated Authority	Financial: This position holds a financial delegation. The position holder is authorised to enter into any contracts in relation to the duties of the position up to this specified limit in accordance with the Council's procurement policy. Human Resources: This position holds a delegation at Level D.
Purpose of the Group and the Position:	The Corporate Services Group, comprises: Digital Solutions; Finance; Governance and Legal Services; and Risk and Assurance. The Corporate Services Group is responsible for providing the strategic management and robust effective operation of all financial management, information and technology management, governance and legal services as well as ensuring organisation wide risks are assessed and monitored. Within this Group the Manager Rates role works within the Rates team. The team are responsible for the levy and collection of the annual rates of the Council, and the management of the Councils Rating Information Database and Valuation and Property Ownership Database. The Rates Manager is required to ensure: • Provision of an accurate and efficient Rating Information Database for the Council. • Compliance with the Local Government Rating Act. • Provision of an accurate rating property ownership database.

This role is responsible for establishing and maintaining effective, co-operative, and professional working

Internal Customers:	relationships with all stakeholders including: Rates team members Chief Financial Officer Group Manager Corporate Services Manager Financial Accounting Manager Financial Planning and Performance Members of the Rates, Financial Accounting and Financial Planning and Performance teams Council Legal team Customer Service Manager & CS team members Building Control team members Infrastructure team members GIS Manager and team members Staff from other teams across Council
External Customers:	Ratepayers and members of the public Valuation Service Provider Officers of the Greater Wellington Regional Council Officers of other Local Authorities Debt Collection Agency

KEY RESPONSIBILITIES AND OUTCOMES

In the current local government environment, Council must be well positioned and supported to meet the current and future needs of our communities for good quality local infrastructure, local public services, and performance of regulatory functions in a way that is cost-effective for businesses and residents. The Council needs to be ready for, and respond appropriately to, changes in external operating environments (such as shifts in government policy), which in turn influences how we do things. The Council is working to be well-positioned not only to see what is coming but also to take opportunities to influence the shape of these externally driven changes.

We require all staff to demonstrate behaviours that underscore our commitment to build and maintain an organisation that is acknowledged and respected for being:

- Caring – we understand our customers’ needs, share information and work as a team;
- Dynamic – we bring a can-do attitude to make it happen; and
- Effective – we get it right and deliver consistent, value for money services.

Staff will be aware of political sensitivities, support equal employment opportunities, and demonstrate an understanding of Te Tiriti o Waitangi within the context of a local authority.

Functional Key Requirements

Rating, compliance and Legislation

- Ensure the rate and property records are maintained and reconciled in compliance with the Local Government Rating Act 2002 (LGRA), the Ratings Valuation Act 1998 and the Rating Valuation Rules 2008 (Valuer General).
- Calculate the District and Regional Council's Annual Rates in compliance with their Rating Resolutions and Rating Policies.
- Manage the annual audit of the rates setting process as part of the Annual Report.
- Ensure the rate invoices and assessments are issued by the required dates and are in compliance with the LGRA 2002.
- Develop rating policy for the consideration of the Chief Financial Officer, Group Manager Corporate Services and the Council.
- Ensure the calculation of the late payment penalties in compliance of the LGRA 2002 on the dates listed in the Rates resolution.

- Ensure that rating information is provided efficiently to the ratepayers, professional bodies and the general public.
- Ensure rating queries and/or complaints are answered promptly and fairly.

Property Valuations

- Ensure the Kapiti District's property valuations are completed by the 30 June each year by the valuation service provider (VSP).
- Ensure effective and reliable liaison and coordination with the valuation service provider.
- Monitor the performance of the VSP and report any contract problems.
- Review and authorise the valuation changes recommended by the VSP because of objection by the ratepayer or error/omission.
- Ensure the property database is reconciled with the District Valuation Roll. (Maintain electronic databases for Non-Rateable, Urban Farmland and Special Valued properties).
- Report on valuation issues and their implications.
- Ensure the District's triennial revaluation is completed in compliance with the Rating Revaluation Audit Handbook and liaise with the Office of the Valuer General to ensure the confirmation of the revaluation.
- Assist the Chief Financial Officer and Group Manager Corporate Services in the Review of the VSP Contract.

Financial and Rating Administration

- Manage the rating services provided to the Greater Wellington Regional Council as per the provisions of the Council's contract, ensuring that the payment and reporting deadlines are met.
- Develop, maintain and implement the District Council's debt collection policy.
- Ensure that the District and Regional Council's rates debt is collected in a timely fashion in accordance with policy. Provide reports on the status of the rates debt to both Councils.
- Ensure the efficient management of the Government Rate Rebate Scheme and liaise with the Department of Internal affairs regarding the rate rebate policies and Council reimbursement.
- Ensure the efficient management of the Council's Rate Postponement and remission policies, including ensuring that any rate remissions are in accordance with the Schedules of the LGRA 2002 and the policies of the District and Regional Council.
- Provide rating analysis and information as requested by the Chief Financial Officer, Group Manager Corporate Services and the Greater Wellington Regional Council.
- Contribute to the Annual and Long Term Plan process for both District and Greater Wellington Regional Council by providing rating base information and calculation of rates.
- Ensure rates are struck and applied as per Kapiti and Greater Wellington Regional Council Rates resolutions. Consider and approve late payment penalty remission applications which are in accordance with the District and Regional Council's policies.
- Assist the Chief Financial Officer and Group Manager, Corporate Services in the review of the contract for rating services to the Greater Wellington Regional Council.

Leadership

- Build and maintain a happy, high performing team though:
 - Providing leadership and coaching to the Rates team members to enable: being a role model for the Council's values
 - maximising opportunity for reaching their potential within the organisation

- provision of the best possible service and desire to exceed customer expectations
- a team that effectively self-manage their day to day activity, with respect for their
- fellow workers and customers
- Influence and champion any change within the team and the wider Group to encourage initiative and commitment
- Lead by example - i.e. walk the talk
- Ensure that your staff are current in their knowledge in legislation and training is available to keep pace with best practice.
- Effectively manage day to day work output and timeframes.
- Schedule and conduct regular team meetings to enable the team to be informed and up to date in their areas and those areas that cross over with other teams.
- Ensure individual team member performance is monitored, reviewed with appropriate and timely feedback, and written performance reviews are formally completed in a timely manner.
- Ensure adequate provision of backup/cover for team members.
- Be a role model for the delivery of consistent high customer service levels to internal and external customers and champion Council values.
- Establish an effective performance culture within the team, including ongoing performance appraisals with clear performance indicators and consistent standards. Team Leaders/Supervisors/Managers are accountable for the leadership, support and coaching of their team members, the fostering of a teamwork approach to the delivery of both the team and the Group's outputs, and the identification of training and development as appropriate.

Legislative Compliance

- Keep up to date with legislation/amended legislative frameworks and be able to demonstrate the application of such changes (in work and or communicate them to others).

Project Management

- Effectively manage assigned projects to ensure on time and within budget, monitor and report regularly to manage risk and provide updates to key stakeholders.
- Ensure documentation is current, available as required and is prepared using Council standard templates/documentation.
- Ensure Council processes and procedures are complied with.

Customer Service

- Maintain a professional, courteous, and helpful attitude to all customers (internal and external) ensuring communication is accurate, succinct and in a manner which promotes customer service excellence and demonstrates organizational values.
- Maintain confidentiality at all times.

Teamwork

- Participate willingly and positively in the orientation, training and support of new staff in specific areas, providing coaching/buddy support as required.
- Provide a contribution to or participate in any projects and initiatives within the Group/organisation where required and the opportunity arises.
- Participate in initiatives and contribute suggestions as to improvements and/or efficiencies to enable ongoing quality improvement.
- Demonstrate a collaborative working style and participate as a member of the team undertaking all tasks maintaining positive working relationships with other staff members and internal and external customers.

Financial Management

- Ensure all financial activity is conducted in accord with current policy and procedures.
- Ensure you work within your financial delegation.

Monitoring and Reporting

- Review, monitor and report on activity or projects as required by the manager.
- Ensure any written reports are produced using Council standard templates and are provided within the required Peer Review timeframes.

Relationship Management

- Build and maintain effective professional working relationship with all key stakeholders.
- Build and maintain effective working relationships with other council staff members based on a collaborative, collegial and cooperative working style.

Information Management

- Take responsibility for ensuring Council information is stored with the appropriate accessibility in the designated EDRMS system, using processes and tools as described in the current Information Management Policy.

Personal Key Results

- Demonstrate commitment to organisational values through behaviour that is consistent with our caring, dynamic and effective approach to customer service.
- Establish and maintain effective and efficient working relationships with all stakeholders.
- Contribute collaboratively, positively and effectively to the operation of the team, the Group, and the organisation as a whole.
- Take responsibility for your own self development in order to enhance skills and knowledge applicable to current and future positions.
- Exhibit behavior which is consistent with the understanding of the Treaty of Waitangi and its application for the Council.

Health and Safety

Our managers are expected to be champions for health and safety excellence. All employees have a responsibility to work towards keeping a safe and healthy work environment by following safe work methods, identifying workplace hazards and risks, using appropriate safety equipment, and complying with all policies and procedures that are in place. Employees must take reasonable care of their own health and safety and ensure their actions or inactions do not cause harm to themselves or others.

Expectations of manager responsibilities for health and safety include but are not exclusive to;

- Visibly demonstrating to their team and stakeholders that good health and safety practices are an integral part of the Council culture
- Integrating health and safety requirements and expectations into daily business making decisions
- Proactively monitoring the resources required achieve agreed health and safety performance targets
- Reviewing health and safety performance with an inquiring mind, looking to understand and gain insight and assurance that risk is being effectively managed and balanced along with other Council priorities
- Hold self to account through setting clear expectations and performance goals that enable each person to contribute towards making Council a safe and healthy place to work.

At the discretion of the Council, as part of a rehabilitation program, you may be required to return to work to undertake such alternative duties as are available and are as reasonably within your capability and level of fitness as determined in consultation with a registered medical practitioner.

Essential Skills, Knowledge and Experience

- Effective interpersonal skills with a demonstrated commitment to customer service and willingness to and capability for working with a wide range of people within and outside the organization.
- Demonstrated practical experience working in finance area, preferably with sound knowledge of:
 - Financial Ledgers
 - Rates processes as they apply to Property Valuations, Property Subdivisions Debt Collection computer processes.
- Knowledge of Local Government Act (Rating) 2002 or ability to quickly learn relevant information and its application.
- Demonstrated proficiency operating common Finance Software packages including Microsoft Word and Excel.
- Demonstrated effective, professional communication skills both oral and written.
- Effective time management skills with the ability to work effectively and collaboratively as an effective team member, and effectively lead staff to meet deadlines under pressure.
- Ability to learn and keep up to date with Council policies and procedures.
- Demonstrated ability to successfully lead a team and work effectively and collaboratively as part of a management team.
- Holder of a current and valid NZ Drivers License.
- NZ Certificate of Commerce or equivalent qualification.

OTHER INFORMATION

From time to time, the position holder may be required to perform other duties in conjunction with the role and which are reasonably within their experience and capabilities.

Te Tiriti o Waitangi

Kapiti Coast District Council has a responsibility to contribute to meeting obligations under Te Tiriti o Waitangi. Meeting our commitment to Te Tiriti will contribute towards creating an organisation that is grounded, dynamic and resilient and supports our organizational values of being Caring, Dynamic and Effective in how we work.

Staff will contribute to the promotion of Te Tiriti o Waitangi and the involvement of Māori within the decision-making process for matters related to and important to them within the Council management processes and procedures.

Inclusion of Te Tiriti o Waitangi within all aspects of the role and its outcomes is necessary, while ensuring the engagement processes include appropriate mechanisms to meet the needs and aspirations of our hapori Māori, informed by our mana whenua partners – in an appropriate and safe manner.

To give effect to our responsibilities and achieve our respective outcomes – Tiriti training will be appropriate and organised through Te Rōpū Hononga ā-Iwi / Iwi Partnerships Group.

Civil Defence, Emergency Management and Business Continuity Duties

All staff of Kāpiti Coast District Council may be required to undertake Civil Defence and/or Emergency Management duties in the event of an emergency. (Training will be given as appropriate.) Staff will also be required to assist with maintaining business continuity in the event of a disruption to Council business and/or the impact of a pandemic by undertaking duties in accordance with how the Council responds to the interruption.

The Council likewise recognises the staff member's need to ensure their family's needs are adequately catered for.

Performance Review

Performance in this position will be assessed in terms of an agreed performance plan.

JD APPENDIX - GENERIC ORGANISATIONAL COMPETENCIES

Leadership	• All employees of the Council are expected to be leaders in supporting the Council's vision, role modelling the delivery of consistent high customer service levels to internal and external customers and championing Council values. • Leaders are expected to actively contribute to achieving the Council's aspirations with respect to the relationships with Te Āti Awa ki Whakarongotai, Ngāti Toa Rangatira and Ngā Hapū o Ōtaki; and be willing and able to provide thought leadership and quality advice to enable our elected members to make good decisions. • People Leaders are expected to: effectively build and maintain an engaged, healthy, thriving and high performing team; ensure their people are current in their knowledge of legislation and training is available to keep pace with best practice. • Ensure people policy and practices are consistently observed and implemented and opportunities exist for ongoing professional growth and development; ensure their people are consistently working collaboratively with other Council teams in the delivery of operational and strategic outputs; effectively manage day to day work output and timeframes; schedule and conduct regular team meetings to enable opportunities for team members to be informed and up to date in their areas and those areas that cross over with other teams. • Ensure individual team member performance is monitored, reviewed with appropriate and timely feedback, and written performance reviews are formally completed in a timely manner; ensure adequate provision of backup/cover for team members; establish an effective performance culture within their team, including ongoing performance appraisals with clear performance indicators and consistent standards. • Team Leaders/Supervisors/Managers are accountable for the leadership, support and coaching of their team members, the fostering of a teamwork approach to the delivery of both the team and the Group's outputs, and the identification of training and development as appropriate; enable, create and encourage linkages across the Council and the region for the benefit of all, the delivery of work programmes and the achievement of strategic priorities; embed strong leadership within their team and across the wider Council leadership group that drives increased diversity, engagement, capability and performance.
Legislative Compliance	• Keep up to date with legislation/amended legislative frameworks and be able to demonstrate the application of such changes (in work and or communicate them to others).
Project Management	• Effectively manage assigned projects to ensure on time and within budget, monitor and report regularly to manage risk and provide updates to key stakeholders. • Ensure documentation is current, available as required and is prepared using Council standard templates/documentation. • Ensure Council processes and procedures are complied with.
Customer Service	• Maintain a professional, courteous, and helpful attitude to all customers (internal and external) ensuring communication is accurate, succinct and in a manner which promotes customer

	service excellence and demonstrates organizational values. • Always maintain confidentiality.
Teamwork	• Participate willingly and positively in the orientation, training and support of new staff in specific areas, providing coaching/buddy support as required. • Provide a contribution to or participate in any projects and initiatives within the Group/organisation where required and the opportunity arises. • Participate in initiatives and contribute suggestions as to improvements and/or efficiencies to enable ongoing quality improvement. • Demonstrate a collaborative working style and participate as a member of the team undertaking all tasks maintaining positive working relationships with other staff members and internal and external customers.
Financial Management	• Ensure all financial activity is conducted in accord with current policy and procedures. • Ensure you work within your financial delegation.
Monitoring and Reporting	• Ensure any written reports are produced using Council standard templates and are provided within the required Peer Review timeframes. • Review, monitor and report on activity or projects as required by the manager.
Relationship Management	• Build and maintain effective professional working relationship with all key stakeholders. • Build and maintain effective working relationships with other council staff members based on a collaborative, collegial and cooperative working style.
Information Management	• Take responsibility for ensuring Council information is stored with the appropriate accessibility in the designated systems, using processes and tools as described in the current Information Management Policy.