



TaurangaCity

Job description

Title	Senior Rates Specialist
Number	
Group	Chief Financial Office
Division	Finance
Reports to	Manager: Rating Policy & Revenue
Direct reports	None
Date	01/05/2025

Job holder commitment

The job holder accepts as a fundamental requirement of their employment that they must demonstrate a personal commitment to:-

- modelling organisational values at all times
- a safe and healthy work environment
- assisting Council to fulfil its Civil Defence responsibilities

At TCC we uphold the principles of Te Tiriti o Waitangi by engaging in an effective and meaningful partnership with tangata whenua. We are committed to developing our knowledge and understanding of te reo Māori, tikanga Māori, Mātauranga Māori and our partnership with tangata whenua.

Job purpose

The primary purpose of this role is to provide senior expert technical and rating policy advice to internal and external customers and management, manage the triennial city wide revaluation contract and audit, and relationship with external agencies requiring rating information, and to apply expert systems knowledge to all rating systems and provide training to other staff and external stakeholders.

Key outcomes

Expert knowledge of Local Government rating legislation	<ul style="list-style-type: none">• Comprehensive Expert knowledge of rating legislation• Application of expert complex rating knowledge to the SAP rating systems and other databases.• Provides customer's responses to complex enquiries on rating legislation, council rating policies and processes.• Manage the audit of all rates systems and processes with audit New Zealand.
Plan and provide lead support for rating processes	<ul style="list-style-type: none">• Plan and lead the triennial city wide revaluation process, including managing the audit with the Office of the Valuer General.

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	<ul style="list-style-type: none"> • Ensure that the new city wide rating valuations are implemented in council's district valuation roll and rating information database. • Manage the revaluation objection process including any objections in the Land Valuation Tribunal. • Manage the contract relationship with councils Valuation Service Provider. • Manage the relationship between TCC and Regional Council and any other external organisations that require rating information under legislation. • Respond to and resolve customer queries about any matter relating to rating legislation and policy, processes and systems. • Maintain council's web site for all rating information. • Support the rates specialists, and banking collections and revenue coordinators in their role.
Maintain rates assessment, instalments, invoices, and end of year processing.	<ul style="list-style-type: none"> • Maintain rates assessment, instalments, and invoices in live and test environments. • Complete end of year processes and reports for Audit NZ. • Ensure that rating units are correctly set up through quality assurance processes and controls and system reports.
Develop and Implement system improvements and co-ordinate UAT testing	<ul style="list-style-type: none"> • Develop, Implement and support continuous process and system improvements and develop processes and reporting to ensure the integrity of the Rating systems. • Coordinate and complete UAT testing and version control.
Provide other staff with technical support and training	<ul style="list-style-type: none"> • Provide management with ad-hoc and system reports. • Provide training and coaching to rating specialists , revenue coordinators and customer service staff on systems and processes. • Collaboration of thoughts, initiatives, and ideas with the Manager Rating policy and Revenue, for the wider team's development and direction.

The job description is not an exhaustive list of requirements, the job holder will be required to perform tasks assigned to them that are not explicitly described in this document.

Essential person specifications

- Tertiary level qualification in IT, Finance, Business or other relevant field.
- Minimum of 5 years relevant experience, ideally in a local government environment.
- Strong technical background particularly in large database management.
- Excellent planning and organising skills and a commitment to achieving results.
- Logical approach to issues and ability to work to tight deadlines.
- Ability to work under pressure with exceptional organisational and prioritisation skills.
- Proven record of implementing continuous system improvements and process efficiencies.
- High level of accuracy, excellent numerical skills, positive customer philosophy and ability to solve complex problems with sound judgement and in compliance with complex legislation and policy.
- Excellent customer contact, negotiation and interpersonal skills.
- Excellent written and verbal skills couple with a high level of tact and patience when dealing with difficult customers.

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WHANAKE TE TAI

Our values

Pono / Integrity

We do what we say we will do

Manaakitanga / Respect

We listen to all views and show we care

Whāia te tika / Service

We do the right thing for our community
and each other

Whanaungatanga / Collaboration

We work together and create connections