



TaurangaCity

Job description

Title	Rating and Banking Systems Specialist
Number	
Group	Chief Financial Office
Division	Finance
Reports to	Manager: Rating Policy & Revenue
Direct reports	None
Date	01/09/2025

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 quality digital and database support, analysis and training in relation to the Rates and Banking and Collections team systems, reporting and operations, implement digital optimisation and manage the major rates processes in SAP.

Key outcomes

Engage with the Rating Banking and Collections team and the water team and provide key database and business process support.	<ul style="list-style-type: none">• Work closely with Digital to maintain the SAP rating, banking, and collections modules.• Take a lead role in ensuring that the key rating, billing, collections, and banking processes run as scheduled.• Take a direct role in running the rates billing process.• Assist on initiatives within the different areas of expertise in the team and provide project support as required.• Conduct and facilitate effective workshops, training, and customer engagement.
Assist people leaders and the wider team and offer advice.	<ul style="list-style-type: none">• Work pro-actively with the people leaders providing recommendations to

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	<p>develop solutions, reviewing options and changes to service delivery with a view to optimise the group of specialist activities within the team, as opportunities arise.</p> <ul style="list-style-type: none"> • Provide business advice and analysis across the team specialist activities including to all staff and leaders. • Take a direct role in running rates modelling and reporting
Business analysis is completed to help development of the rates, banking and collections team goals.	<ul style="list-style-type: none"> • Detailed analysis on SAP systems parameters, rules, and data to ensure that the correct outputs for ratepayers and customers. • Support the wider finance team to track benefits, for the purposes of including this information in value for money reporting. • Take responsibility for up-front analysis in the planning phase that leads to improved outcomes for the Rating, banking and collections systems.

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

- Appropriate tertiary level equivalent qualification or equivalent knowledge and experience of database operations or banking and billing systems.
- 5+ years business analysis and database experience
- Experience in billing and banking databases and systems
- Experience in analytics, insights and report design out of ERP and BI environments.
- Proven experience in providing advice and reports to management or governance.

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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