

Position Description

POSITION	Rates and Name and Address Register (NAR) Officer
SECTION	Finance
DEPARTMENT	Corporate Services
BUDGET SUBJECT	144400
POSITION NO.	BCC 1721
POSITION TYPE	Full time
REPORTS TO	Revenue Systems Officer
DIRECT REPORTS	No
POSITION GRADE	Band 2, Level 1 Salary System Grade 7
DATE	October 2017

POSITION PURPOSE:

This position forms a senior part of the Rating team within the Finance section and is responsible for:

- Assisting in the ongoing development and maintenance of Council's rating strategies, policies procedures and systems to ensure organisational, management and statutory requirements are met.
- Ensure the timeliness, accuracy and integrity of the data entered into NAR and associated databases and changes to NAR are in accordance with adopted processes and procedures.
- Ensure the accuracy and integrity of Council's NAR through consultation with key stakeholders, providing high quality training, guidance and observance of procedures and conventions by all end users across the organisation.
- Act in accordance with the NSW WHS Act 2011, WHS Regulation 2011 and the Work Health and Safety (WHS) Management System to ensure a safe place of work.

QUALIFICATIONS & EXPERIENCE:

Essential:

- Tertiary qualification in a related area and/or 3 years relevant experience
- Highly developed interpersonal and communication skills including the ability to communicate with staff effectively across all organisational levels and roles.

Desirable:

- Experience in the Local Government Sector
- Experience in using Technology One suite of products

- Current Class 'C' Driver's Licence.

AUTHORITY:

- The incumbent has the authority to take any reasonable action that is consistent with the responsibilities of the position and to ensure the safe and efficient undertaking of work activities, which are consistent with the responsibilities of the position. The incumbent's authority is subject to any limitation imposed by the Management Team, Corporate Policies, Procedures and Work Instructions.

KEY ACCOUNTABILITIES:

- Promote Council as an effective and progressive organisation.
- Ensure that customer enquiries are actioned.
- Develop effective communication channels with all sections of Council to ensure the integrity of the Name and Address data.
- Establish a framework where applicable, which complies with all relevant statutory requirements and existing Council policies in respect of rating, revenue and NAR responsibilities of Council.
- Administration, maintenance and validation of NAR data within Council's corporate business system.
- Proactively liaise with staff, external agencies and clients in sourcing, procuring and updating the NAR.
- Process rate enquiries both internal and external in an accurate and timely manner.
- Provide training to new staff in the application of the Name and Address Register.
- Develop and maintain Council's NAR policies and procedures

WHS:

- Act in accordance with the NSW WHS Act 2011, WHS Regulation 2011 and the WHS Management System.
- Implement, monitor and, or comply with councils WHS Management System, including but not limited to WHS Policies, Standard Operating Procedures, Risk Assessments/Work Instructions and associated system tools in their relevant work area.
- Adequately familiarise themselves with their WHS responsibilities and actively fulfil these as indicated in the WHS Responsibilities guideline WHS001.

Corporate:

- To commit to and embrace the objectives of Blacktown City 2036 – City of Excellence, and to be accountable for participating as appropriate in the allocated program of works designed to deliver on the identified objectives as directed.

Equal Employment Opportunity (EEO):

- Demonstrate appropriate knowledge of, and commitment to, EEO principles and anti-discrimination law in the workplace.

Environmental Sustainability:

- Act in accordance with the Protection of the Environment Operations Act 1997 (NSW), the Local Government Act 1993 (NSW) and seek to conserve and enhance our local environment, in consideration of Council's environmental sustainability policy through our work practices, programs and services.

DUTIES:

- Implementation of Council's policies in relation to outstanding rates, charges and other debts.
- Assist with Supplementary and General Rate levies.
- Optimise the use of new and emerging technology to improve and streamline work practices to adopt best practice.
- Provide accurate and timely rating information and advice to internal and external customers.
- Liaise with internal stakeholders to develop and implement naming conventions, policies and procedures for the effective and efficient management of Council's NAR.
- Provide training and support to internal stakeholders in accordance with agreed policies and conventions.
- Responsibility for the consolidation of all duplicate names as identified.
- Responsibility for the consolidation and maintenance of unstructured addresses (these are mailing addresses or physical street addresses that exist outside the Blacktown LGA).
- Responsibility for reviewing and auditing any newly created names and addresses to ensure they are not duplicated and comply with the NAR guidelines.
- Build and maintain relationships with real estates and large organisations to ensure NAR data is maintained.
- Assist with the implementation and ongoing maintenance of eservice user requests
- Regular review of end user security access to NAR data

PERFORMANCE CRITERIA:

- As per Council's Performance Management System.

Employee Name (PRINT): _____

Employee Sighted and Agreed: _____

Date: _____

Supervisor Name (PRINT): _____

Authorised by Supervisor: _____

Date: _____