

Role Description

Finance Officer



Title	Finance Officer
Classification/Grade/Band	Band 2 Level 1
Group/Unit/Section	Finance / Financial Services / Revenue / Water Billing
Reports to	Team Leader Revenue / Team Leader Water Billing

Vision

A vibrant and sustainable Central Coast.

Purpose

To provide valuable services that strengthens and supports the Central Coast Community.

Values

Decisions, actions and behaviours are governed by our Corporate Values; Serve, Collaborate, Improve, Be Your Best and Be Positive. All employees have a responsibility to uphold and champion these values.

Primary Role Statement

In contributing to the overarching vision and purpose, the role of Finance Officer is responsible for providing an effective and efficient rates and revenue service which meets customer needs, statutory requirements and has accurate and timely output.

The position of Finance Officer is required to provide quality customer service and create value for the community.

Key Duties and Responsibilities

- Prepare and maintain Council's revenue activities including design, implementation, statutory compliance and reporting, communication and administration;
- Assist in the development, implementation and management of revenue policies and systems and participate as part of the team;



- Contribute to the establishment of robust processes and procedures used within Finance Services in order to recommend new methods to improve productivity and output quality and also meet audit requirements and satisfy internal control procedures;
- Prepare and maintain revenue related activities, ensuring the systematic issuing of rates and annual charges notices or water usage accounts or debtor accounts in accordance with statutory requirements and prescribed performance standards;
- Respond to ratepayers and other stakeholders enquiries and complaints including rating and land information system or water billing issues in accordance with approved organisational standards and legislative requirements;
- Meet legislative requirements that govern the calculation, categorisation, issuing and accounting for rates, water billing and sundry debtor accounts;
- Coordinate and prioritise workloads, in consultation with the Team Leader as required, so that team objectives are delivered in an effective and efficient manner within relevant legislative requirements.
- Perform any other duties, tasks or projects the employer may assign, having regard to the incumbent's skills, training and experience.

Authority and Accountability

- Take care of your own health and safety and that of others. Comply with any reasonable instructions and apply Council's Safe Systems of Work consistent with the Responsibilities, Authorities and Accountabilities of your role;
- Policy and procedures are readily available but the Financial Officer is required to choose the appropriate processes. Unusual problems may be referred for clarity of policy or direction;
- Decisions affect the work and activities of others within the work group or team;
- The work of the Finance Officer influences the community within a specified service line through the application of technical skill or application of regulatory requirements.



- The Finance Officer is accountable for own work performance. Liability generally lies with the supervisor or Council as the employer;
- Has little or no responsibility for budget development;
- Look for ways to save costs. Be conscious of budget constraints and be aware of cost implications of own actions within own work area.

Personal Attributes

- Be adaptable, flexible and focused when dealing with change;
- Represent Council honestly, ethically, professionally and lead by example;
- Be committed to achieving work goals and maintains motivation when tasks are challenging and actively seek feedback from colleagues and stakeholders;
- Be responsive to the input of others and works to understand their perspectives.

Interpersonal Skills

- Listen to others and asks appropriate, respectful questions and monitors non-verbal cues and adapts behaviour accordingly;
- Support and promote a culture of quality customer service identify and respond quickly and provides solutions to meet customers' needs;
- Build a supportive and cooperative team environment, share information and learning across teams and solve issues and challenges in collaboration with others;
- Respond to conflict without inflaming the situation and knows when to refer to a supervisor for assistance and/ or withdraw from a conflict situation.

Business Enablers and Technical Skills

- Complete tasks to agreed budgets, timeframes and standards without guidance and contribute to the allocation of responsibilities and resources to ensure achievement of team goals;
- Understand the team/ unit objectives and responds proactively to changing circumstances and adjust plans and schedules when necessary;



- Identify issues that may impact on task completion and provides appropriate solutions;
- Understand delegations and act within authority levels;
- Exercise fiscally responsible behaviour and remain up to date with financial delegation processes;
- Support system improvement initiatives and embrace new technologies;
- Purchase under delegation and comply with procedures.

Team Work

- Recognise and acknowledge individual/ team performance;
- Monitor and use resources responsibly to achieve team objectives;
- Accommodate changing priorities and respond flexibly to uncertainty and ambiguity.

QUALIFICATIONS

Essential

- Certificate IV in Accounting, Business Administration or related field or demonstrated solid contemporary experience in a similar role ,combined with ongoing professional development;

EXPERIENCE

- Considerable experience in a similar financial role in a medium/large size organisation;
- Demonstrated experience working in a highly regulated industry ensuring compliance with legislation, regulation, policy and procedure while operating efficiently;
- Strong written and oral communication skills and ability to effectively communicate with a diverse range of internal and external customers;



- Customer focused attitude with the ability to build and maintain quality relationships with staff and stakeholders;
- Ability to work in a diverse and legislative driven environment with minimal supervision;
- Strong attention to detail including the ability to navigate and maintain a database, data capture, management and integrity and assist with database submission and reporting;
- Demonstrated basic level of experience with a variety of software packages.

Key Relationships

Internal	External
Section Managers/Team Leaders	Members of the Public/residents/ratepayers
Other Council employees (not including direct reports)	Commercial/industrial/development representatives (e.g. Vendors, builders, clients)
	Community Organizations – service clubs etc.
	Consultants, solicitors and other professionals
	State and Federal Government Agencies
	Local Business

