

# Role Charter

POSITION:	MANAGER RATES AND REVENUE
<b>Reports to:</b>	Executive Manager Finance Services
<b>Accountable to</b>	Director Corporate Services
<b>Directorate:</b>	Corporate Services
<b>Date revised:</b>	March 2026

This role charter is a broad description of the accountability and duties of an employee of Maitland City Council. The role will evolve and changeover time, in line with the changing strategic and operational requirements and outcomes of the organisation.

Council has a set of Guiding Principles that assist staff to understand the behaviours that are expected to create an organisational culture that helps our customers and people thrive.

## Our Guiding Principles are:



### MAKE THINGS EASY

Do the hard work to make things intuitive for everyone.



### BE WELCOMING

Care for everyone as people, not tasks or numbers.



### BE OPEN MINDED

Listen to each other and work together to find solutions.



### KEEP YOUR PROMISES

Follow through on your commitments to everyone.



### LOOK OUT FOR ME

Thoughtfully anticipate what will make our days go smoother.

## Primary Purpose

To lead the administration of Council's rating, accounts receivable and debt management functions. To drive the forecasting, calculation and levying of Council rates and associated charges, ensuring compliance with all legislative and policy obligations.

To coordinate the day-to-day operation of the section and to collaborate as a member of the department in delivering Maitland City Council's Operational Plan.

To ensure that the lead, joint and partnered accountabilities as outlined in Council's Delivery Program, are achieved through the active modelling of the Guiding Principles and within the Integrated Planning and Reporting and other organisational frameworks.

To enact Council's strategies and policies relevant to the section's operation as well as ensure the delivery of plans, programs, procedures and systems focussed on the attainment of the identified objectives of the Delivery Program.

## Leadership

Maitland City Council's managers are people of honesty and integrity, with a genuine desire to deliver outcomes for our community. Having a deep sense of purpose leaders in partnership with their team are the principal force that motivates and coordinates the section in accomplishing its operational objectives.

The manager is committed to sustaining an enduring organisation, engaging with employees, providing superior customer service and creating value for stakeholders. To fulfil this leadership role, the manager will:

- Actively model and communicate Council's Guiding Principles, using these as the basis for decision making, action and behaviour.
- Actively build support and facilitate open and genuine discussion, collaboration and partnerships across the department, capitalising on existing and emerging knowledge and experience
- Hold both self and others accountable for decisions, actions, behaviours and outcomes.
- Lead, encourage, inspire and support others to develop the confidence and capability to realise their full potential.
- Be an active and visible presence across the organisation.
- Identify, act and respond to current and future strategic planning opportunities.

## Management

Maitland City Council's leaders are accountable for ensuring that all administrative activities, resources, systems and processes support staff in delivering efficient and effective service. The manager will:

### Manage people

- Manage, support and coach staff in undertaking the work and projects of the department.
- Prioritise and monitor team workloads to ensure a balanced approach to service delivery and employee wellbeing.
- Contribute to a positive, enduring and proactive employment relationship.
- Implement a range of people centred plans and actions that support organisation development, engagement, leadership and change.
- Establish a safe and healthy workplace and fair and equitable work practices.

### Manage operations

- Coordinate and facilitate a holistic approach to quality driven business, work planning and service delivery.
- Manage and implement actions and tasks as identified in the Operational Plan

- Control activities which have financial implications so that they are within organisational budgets and plans.
- Review and monitor decision making mechanisms and internal business processes to ensure staff are supported in operational service delivery.
- Administer and comply with the organisations policies and procedures.
- Administer and undertake training and development.

### **Manage relationships**

- Act as the primary link between the Director Corporate Services and the staff of the department.
- Act as the section spokesperson to the Executive Leadership Team, community and the media as provided for within the delegations of authority for the position.
- Provide timely and appropriate information to the Executive Leadership Team in accordance with council policies and statutory requirements.
- Establish and maintain productive relationships with identified stakeholders or groups.
- Manage cross organisational relationships and actively support the development and execution of cross organisational projects.

### **Manage performance**

- Develop business plans for the department for integration with Council's long term corporate and community strategic plans.
- Monitor, manage and report on the department's performance against the Delivery Program, Operational Plan and business plans.
- Ensure contemporary management and professional standards are applied with particular reference to workplace reform, competitive service provision and continuous improvement.
- Manage employee development and performance within Council's workforce development framework.

### **Core Accountabilities**

In addition to fulfilling the core leadership and management accountabilities described above, the Coordinator Revenue is also accountable to:

1. Manage a team in the administration of Council's rates functions, including distribution of notices, responding to enquiries, adjustments to rating categories and administration of pensioner concessions.
2. Ensure Council meets all legislative, regulatory and policy obligations related to the calculation and levying of rates and associated charges, and management of payments due to Council.
3. Lead the preparation of revenue forecasts and development of annual rating scenarios for inclusion in Council's Operational Plan.

4. Accurately maintain Council's rates/property register within the corporate management information system.
5. Manage and administer Council's hardship policy and debt management framework.
6. Manage Council's accounts receivable function including timely issuing of invoices and statements and monthly reconciliations.
7. Lead preparation of a range of reconciliation and statutory returns for various internal and external stakeholders.
8. Maintain contemporary knowledge of local government revenue and rates-related practices, principles and legislation, ensuring adjustments are made to Council policy and processes where required.

Undertaking any other duties, projects or tasks as directed by the Supervisor which are within the employee's skills, competence and training.

The incumbent is to behave in alignment with Council's Guiding Principles, comply with the organisations policies and procedures and undertake training and development.

### **Essential Criteria**

1. Degree qualifications in Commerce, Business or related discipline or significant contemporary experience in a relevant field, coupled with extensive profession-specific training/education.
2. Demonstrated experience in managing a team with an ability to lead, coach and support staff to achieve work targets to strict deadlines and ensure high quality customer service to internal and external stakeholders.
3. Expert capabilities in the analysis and management of large volume data, coupled with experience in the use of contemporary financial systems, in particular rates or other comparable financial functions such as accounts receivable.
4. Highly developed analytical and conceptual skills, with a proven ability to analyse financial data and prepare forecasts.
5. Well established customer service and interpersonal skills including highly developed negotiation, problem solving and conflict resolution.
6. High standard professional ethics, including the ability to manage sensitive financial matters.
7. Highly developed verbal and written communication skills (including business report writing) with a high level of attention to detail and accuracy.

### **Desirable Criteria**

1. Certificate IV in Leadership and Management or equivalent.
2. Contemporary demonstrated experience in accounting in a NSW Local Government or similarly regulated environment.

Date:

Agreed:

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**Employee Name**

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**Employee signature**