



POSITION TITLE:	Revenue & Road Naming Officer
AWARD CLASSIFICATION:	Victorian Local Authorities Award, 2001
BAND:	5
DEPARTMENT:	Corporate Services – Finance
LOCATION:	Beaufort
INCUMBENT:	Vacant
TERM OF TENURE:	Fulltime Permanent
START DATE:	TBC
COMPLETION DATE:	Ongoing
APPROVED DATE:	April 2025
REVIEWED DATE:	April 2025
PREPARED BY:	Manager Finance

COUNCIL VISION: Sustainable and welcoming places and natural environments that create inclusive, happy, healthy, and connected communities

MISSION: The role Pyrenees Shire Council will take to achieve our vision is to:

- Motivate and inspire community involvement
- Provide transparency and accountability
- Use resources efficiently and effectively

VALUES: Our leadership values are:

- Service** I will be part of the solution
I will strive to continuously improve how I work
I will do what I can to help get things done
I will do what I said I would do
I will treat all customers as equals
- Integrity** I will not walk past a standard that I want to uphold and keep
I will honour the commitments I make
I will do what is right, not what is easiest
I will be transparent and accountable in my decision making
I will be accountable for my actions and inactions
- Respect** I will be mindful of the impact that my words and actions have on others
I will strive to keep commitments
I will treat others as they deserve to be treated
I will encourage diverse opinions and perspectives, even when they challenge my own
I will include people in decisions that affect their work

The Pyrenees Shire Council is an equal opportunity employer

ORGANISATIONAL RELATIONSHIPS:

Reports to:	Manager Finance
Supervises:	Nil
Internal Liaison:	All Council staff. Member of the Senior Leadership Team.
External Liaison:	Residents and ratepayers; Debt collection agency representatives; Valuer

1. POSITION OBJECTIVES:

- To provide exceptional customer service to all customers.
- To accurately and efficiently maintain Council's property rating and domestic animal registration system.
- To accurately and efficiently maintain addressing and Road Naming attributes in regard to property and assets
- To manage addressing within the Pyrenees Shire.
- To effectively and efficiently manage Council's accounts receivable functions.
- To continuously reshape work practices to respond to a changing environment.
- To contribute towards a vibrant corporate culture at Council.

2. POSITION KEY SELECTION CRITERIA

- Relevant tertiary qualification with some proven experience in a similar role or a minimum of five years' experience working in Local Government rating and valuations.
- Demonstrated and substantial knowledge of legislative provisions applicable to Local Government rating and valuations processes.
- Highly developed knowledge of Local Government rating and valuation software systems. A sound knowledge of Synergy Soft rating software would be an advantage.
- Demonstrated and substantial knowledge of legislative provisions applicable to Addressing and Road Naming.
- Well-developed knowledge of Local Government rating and/or Local Government Geographic Information Systems.
- Highly developed capability in the Excel spreadsheet application.
- Ability to manage time and prioritise tasks in order to meet specified timelines.
- Ability to effectively train, mentor, lead and motivate staff to ensure the efficient operation of a team.
- Demonstrated extreme level of accurate data management.

3. KEY RESPONSIBILITIES & DUTIES:

3.1 Position Responsibilities

Property Rating System

- Accurately and efficiently maintain Council's property rating database.
- Coordinate the accurate and timely valuation and revaluation of all property assessments.
- Accurately raise Council rates and charges and the State Government Fire Services Property Levy, within statutory timelines.
- Accurately calculate and raise rates in lieu for windfarms.
- Promptly invoice ratepayers for amounts due.
- Remit the Fire Services Property Levy to the State Revenue Office within statutory timelines.
- Diligently follow-up overdue amounts.
- Ensure the accurate and timely issue of Land Information Certificates.

- i) Accurately report to various stakeholders on charges raised and amounts collected.
- j) Processing pensioner rate rebate applications and associated reporting
- k) Allocating street numbers to newly created properties and advise relevant stakeholders.
- l) Drive programs to increase digital delivery of rating notices and information.

Addressing

- a) Receive and process internal and external requests for property addressing to enable a timely resolution.
- b) Allocating street numbers to newly created properties and advise relevant stakeholders.

Road Naming

- a) Receive and process internal and external Road Naming requests and enquiries.
- b) Administer Councils process for the naming of roads within the municipality and report to various stakeholders.

Domestic Animal Registrations

- a) Accurately and efficiently maintain Council's animal registration database.
- b) Promptly invoice animal owners for amounts due.
- c) In conjunction with the Regulatory Services team diligently follow-up unregistered animals.
- d) Drive programs to increase digital delivery of domestic animal registration notices and information.

Overall Role

- a) Support the Manager Finance in the development of policy, strategy and other improvement projects as considered appropriate to improve business solutions and support professional development.
- b) Lead the continuous improvement of business systems.
- c) Develop digital solutions where possible to facilitate the migration to a low-paper environment.
- d) Continuously learn and engage with contemporary best practice.
- e) Annually review the service plan for the property revenue area.
- f) Ensure that all required policies and procedures are in place and current.
- g) Lead, mentor and manage direct staff reports.
- h) Write concise and accurate Council reports when required.
- i) Undertake any other duty as directed by the Manager Finance within the confines of this role.

3.2 Corporate Responsibilities

- a) Comply with Council policies and procedures that are relevant to the position, including compliance with legislative obligations and behavioural expectations relating to equality, non-discrimination, anti-bullying, privacy, and Council's Codes of Conduct.
- b) Efficient and effective utilisation of Council's resources, including the reporting of property damage, theft, or other losses immediately.
- c) All staff shall create full and accurate records of work-related decisions and activities; and save these records into the corporate electronic document management system in accordance with Council's Records or Information Management Policies.
- d) In the event that the Municipal Emergency Management Plan is enacted, employees may be called upon to assist with emergency related functions under the Emergency Management Act 2013, including the provision of emergency response, relief, and recovery services to our community.

3.3 Child Safe Standards

- a) Pyrenees Shire Council is committed to providing an environment that protects children and young people; where children and young people are respected, listened to, valued, and encouraged to reach their full potential.
- b) All staff must adhere to Council's Child Safety & Wellbeing Policy and Framework and ensure that any reasonable suspicion of abuse or serious neglect to children or young people is reported.

3.4 Risk Management and Occupational Health & Safety

All employees must:

- a) Take reasonable care for their own health, safety, and wellbeing; and for the health, safety, and wellbeing of anyone else who may be affected by their acts or omissions in the workplace.
- b) Cooperate and abide with all safe working procedures developed by the Pyrenees Shire Council and any other action taken by Council to comply with relevant occupational health & safety legislation or regulation.
- c) Actively participate in the identification and documentation of workplace hazards, and the development of safe working procedures.
- d) Actively encourage other employees to work safely.
- e) Ensure Council's risk management and OHS policies and procedures are observed and complied with at a personal level.
- f) Understand, apply, and encourage others to observe Council's risk management and OHS policies and related procedures.
- g) Ensure the physical security of all property, equipment, and buildings within your area of control or influence.
- h) Report any incident resulting in personal injury immediately.
- i) Actively reduce Council's risk exposure by reporting any issue that may result in an insurance claim (or lead to potential future injury or loss) including incidents, security issues, and all safety hazards and near misses.

4. REQUIRED COMPETENCIES

The Pyrenees Shire Council's Capabilities Framework defines the core skills and abilities of the position in the organisation to achieve excellence and success, and to deliver its Council Plan and strategic priorities:

LEVEL 1 – ALL STAFF		
Competencies	Expectations	Behaviours
Live PSC's Mission, Vision and Values	Be reflective and connect the purpose and practice of your work to the work of PSC. Link everything you do to the PSC's Mission, Vision and Values.	<ul style="list-style-type: none"> Understand, articulate and give expression to PSC's Mission, Vision and Values to others. Take pride in being trustworthy. Represent PSC's highest standards through respectful and ethical expression of the Council's Mission and the shaping of a hope-filled future. Deal with others in an open, honest and respectful manner that fosters trust.
Apply commercial acumen	Take action and complete tasks in compliance with your delegation of authority. Understand the context in which you carry out your day to day work and the contribution you make to the broader organisation.	<ul style="list-style-type: none"> Show understanding of how resources (time, materials, staffing, etc) link to outcomes. Work to achieve budget or control costs. Establish methods for staying in tune with industry trends. Understand the wider environment in which PSC operates by keeping up-to date with new developments. Be aware of the commercial aspects of PSC; including stakeholders, services and funding that contribute to the financial sustainability of PSC.
Adapt to and lead change	Understand that PSC needs to make changes and maintain effectiveness when experiencing change.	<ul style="list-style-type: none"> Think positively and remain open-minded even when faced with obstacles. Be resilient and flexible in approach to work. Think creatively when implementing change initiatives in the context of your work. Listen to the changes proposed, provide feedback and contribute to new solutions.
Deliver stakeholder centric service	Carry out personal actions and tasks with a stakeholder focus and community outcomes in mind.	<ul style="list-style-type: none"> Respond to requests for service in a timely and thorough manner. Do what is appropriate to ensure stakeholder expectations are met. Prioritise stakeholder needs. Follow up to evaluate stakeholder satisfaction.
Collaborate effectively	Cooperate and collaborate with others to achieve individual and team goals	<ul style="list-style-type: none"> Demonstrate high levels of personal engagement and inclusiveness amongst peers. Be visible and accessible to colleagues; communicate openly and widely to share information and knowledge. Be a team player; share information and see the benefits of working as a team. Keep others informed and up to date about what is happening.
Communicate with impact	Communicate clearly based on facts and logic; listen and respond appropriately to others.	<ul style="list-style-type: none"> Provide accurate and timely information in the right amounts to others to support their work. Convey facts, concepts and technical information clearly and concisely, using terms that most people can understand. Pay attention and listen to others, taking time to build rapport. Demonstrate respect for others and how they are feeling.

LEVEL 1 – ALL STAFF		
Competencies	Expectations	Behaviours
Coach and develop	Take responsibility for one's own personal growth and skill development and actively seek out opportunities for learning and self-improvement.	<ul style="list-style-type: none"> • Be personally committed to and actively work to continuously improve yourself. • Understand that different situations and levels may call for different skills and approaches. • Work to deploy strengths and compensate for weaknesses and limitations. • Seek out opportunities for personal growth and development.
Be responsible and accountable for achieving excellence	Be Mission-aligned and responsible for delivering results through self-examination, perseverance, adhering to regulatory obligations and applying policies and procedures that inform the legal and risk responsibilities of one's role.	<ul style="list-style-type: none"> • Maintain the practice of self-reflection and renewal; examining and nourishing self upon the core values of the Mission, Vision and Values of PSC. • Be accountable to identify and connect legal and risk responsibilities back to your role and know where to find the relevant policies and procedures, particularly the PSC Code of Conduct. • Fulfil all commitments made to peers, co-workers, supervisors and customers; take personal responsibility and accountability of your work and seeing efforts through to completion. Be honest about mistakes. • Persist with assigned roles and tasks until completion, while seeking support when required.
Know PSC work processes and systems	Confidently use PSC's processes and systems to efficiently carry out day-to-day work.	<ul style="list-style-type: none"> • Demonstrate use of core office applications and other technologies in use in your field of work; ensure the accuracy of data entry and output in support of accurate and timely reporting. • Use computer, telecommunications and audio-visual equipment or other technologies used by the organisation in relation to your work. • Accept responsibility for own performance to deliver work activities on time and to the required standard in agreement with your nominated supervisor. • Understand the steps in work flow to achieve outcomes that appropriately utilise available systems and procedures.
Make informed decisions	Identify and utilise key data and information available within PSC to make informed decisions.	<ul style="list-style-type: none"> • Demonstrate a sound understanding of PSC (business) functions, terminology and processes. • Have knowledge and awareness of relevant information sources to aid research and analysis. • Be bold and express your opinion that is based on fact in order to aid team decisions and discussions. • Employ a methodical and logical approach when analysing information to make informed conclusions and decisions that are based on fact.

5. ACCOUNTABILITY AND EXTENT OF AUTHORITY

- a) Accountable for the efficient and timely completion of the key responsibilities and duties outlined in this agreement.
- b) Authorised to operate under the general direction of the Manager Finance with freedom to act governed by policies, procedures, objectives and budgets.

6. JUDGEMENT AND DECISION-MAKING

- a) Required to make decisions and implement appropriate courses of action based on legislation, accounting principles, Council policy and guidelines. Guidance is generally available.
- b) Demonstrated problem-solving skills are required to reshape existing processes and to address new challenges.

7. INTERPERSONAL SKILLS

- a) A "Can Do" attitude.
- b) Ability to embrace and actively promote change in the workplace.
- c) Ability to communicate with and provide advice to a wide range of people.
- d) Ability to liaise and collaborate with others in order to gain assistance and co-operation.
- e) Well-developed verbal and written communication skills.
- f) Demonstrated ability to deal with difficult customers in an empathetic and professional manner.
- g) Demonstrated commitment to the staff values by modelling behaviour that supports these values every day.

8. MANAGEMENT SKILLS

- a) Ability to manage time and prioritise tasks in order to meet specified timelines.
- b) Ability to effectively train, mentor, lead and motivate staff to ensure the efficient operation of a team.
- c) Ability and demonstrated commitment to following policies and procedures.

9. SPECIALIST KNOWLEDGE AND SKILLS

- a) Well-developed knowledge of the Local Government Act rating and valuation provisions, Regulations and their underlying legal principles.
- b) Highly developed knowledge of Local Government rating and valuation software systems. A sound knowledge of Synergy Soft rating software would be an advantage.
- c) Highly developed capability in the Excel spreadsheet application.
- d) Well-developed ability to read, write, understand and interpret written English.
- e) Well-developed knowledge and understanding of the Fire Services Property Levy legislation, policy and procedures.

10. QUALIFICATIONS AND EXPERIENCE

- a) Relevant tertiary qualification with some proven experience in a similar role or a minimum of five years' experience working in Local Government rating and valuations.
- b) Advanced computer literacy and skills.
- c) Demonstrated and substantial knowledge of legislative provisions applicable to Local Government rating and valuations processes.
- d) Demonstrated and substantial knowledge of legislative provisions applicable to Addressing and Road Naming
- e) Awareness of the Road Management Act/Municipal Public Road Register
- f) Substantial experience with Local Government rates, valuations, domestic animal registrations and debtors software systems.

11. AUTHORISATION

The following signatures are required to indicate understanding, agreement, and approval of the position description. This position description is current at the date of issue and is subject to review at least annually, in collaboration with the employee.

Employee signature: _____	Supervisor signature: _____
Employee name: _____	Supervisor name: _____
Date: _____	Date: _____
 CEO signature: _____	 Manager People & Culture signature: _____
<i>Jim Nolan</i>	<i>Norman Prueter</i>
Date: _____	Date: _____