



### Mahi Tahī

We are one team, stronger together as we work with and for our community to deliver outcomes that matter.

### #arohatōmahī

We love our work and know that our work matters. That is why we do what we say we will do and apply energy and enthusiasm across our mahi.

### Manaakitanga

We put our people first by showing them that they matter, through a focus on whānau's needs and aspirations.

### Tiakitanga

We proudly and professionally contribute every day to the care of our community and whenua with courage, positivity and mana – leaving a legacy which future generations will embrace.

## Details

JOB TITLE	Finance Officer
REPORTS TO	Financial Services Manager and Team Leader Revenue & Property
GROUP	Organisation Performance
DIRECT REPORTS	Nil
FINANCIAL DELEGATIONS	Nil
WARRANTS REQUIRED	No
GRADE	12

## Purpose

To ensure the timely and accurate processing of transactional financial services. These may include Accounts Payable, Accounts Receivable, Rates and Water billing, and the effective administration of Rates, Land, and Property functions in accordance with Council policies, relevant legislation, and internal deadlines. Additionally, to provide excellent internal and external customer service across all Finance functions, supporting the delivery of responsive, transparent, and efficient financial services.



## Key Responsibility and Expected Outcomes

### *Rates, land, and property administration*

Coordinating and delivering the full rates process, ensuring data integrity and compliance with the Local Government (Rating) Act, while maintaining the Rating Information Database (RID) and working closely with valuation service providers. You support the development and implementation of revenue and financing policies, providing expert advice and timely rating information to support planning and rating resolutions. You are instrumental in processing rates rebate applications, data entry, adjustments, and preparing payment documentation, while also capable of assisting with recalculating direct debits and maintaining accurate land and property records, including ownership changes. Acting as the Council's subject matter expert on rating policy and legislation, you deliver accurate reporting and guidance to internal and external stakeholders.

### *Accounts Payable, Billing, and Payment Processing*

You are relied on to manage accounts payable, billing, and payment activities across Council operations and functions – ensuring accuracy, compliance, and timely processing. Managing rates, water and sundry billing processes, including data maintenance and adjustments. You are ensuring supplier invoices, contract claims, and payments are processed correctly under delegated authority, enabling and ensuring appropriate use of purchase orders. Administering receipting functions and performing accurate bank and cash reconciliations are critical to support effective cashflow forecasting and financial reporting.

### *Debt Management*

Assisting where necessary with management of outstanding debts across Council, including rates recovery on Māori Land, you are responsible for preparing and processing arrears letters, processing eligible rate rebates to DIA and into our system, and ensuring the professional handling of all debt communications to name a few. Initiating and reviewing penalty charges and write-off recommendations in line with Council policy, and negotiating repayment plans where required is high on your list of priorities. Monitoring direct debits and automatic payments, maintaining accurate documentation, and contributing to Council's write-off schedule, ensuring a consistent, fair, and policy-aligned approach to debt resolution is core to your debt management philosophy.

### *Customer Centric*

Delivering exceptional customer service to address inquiries related to accounts payable, receivables, water billing, and rates is second nature. You manage incoming queries efficiently, offer guidance to the customer services team, and ensure timely and accurate responses to customer concerns.

### *Health Safety & Wellbeing*

Promote a strong health and safety culture by proactively modelling our values and hold self and others to account to Consistently follow all health and safety policies and legislative requirements.

### *Council Contribution*

Actively contribute to the Organisation Performance Group by performing duties as required, promoting a positive workplace culture, and participating in Emergency Management activities.

## CAPABILITY & COMPETENCIES REQUIRED

Promotes an in-depth knowledge of, or works strongly within:

- Delivery focused
- Resilient and Adaptable
- Mana-enhancing



## SKILLS, KNOWLEDGE & EXPERIENCE

- Has experience with difficult customers and complex issues; proficient in the use of suite of Microsoft products in particular Word, Outlook and Excel
- Demonstrated accuracy in numerical and alpha data-entry; proven practical financial experience, with sound working knowledge of financial applications and legislation.
- Customer care skills, able to achieve deadline while maintaining high data integrity; continuously looking for improvements while completing daily workload with high quality.
- Familiarity with local government or complex public sector environments preferred.

## DRIVES COMMUNITY OUTCOMES

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- Is mindful of the community and keeps their best interest at heart when delivering work
  - Drives the delivery of outcomes that matter to our community.
  - Understands the unique environment of Horowhenua District Council and the broader local government landscape.
  - Cares deeply about the quality of our work and consistently provides exceptional service, strengthening our reputation within Horowhenua.
  - Seeks opportunities for improvements and efficiencies, focusing on delivering value to our community.
  - Utilises and promotes Te Reo Māori and tikanga (cultural protocols) within the organisation and community.
  - Cultivates and maintains meaningful relationships with Iwi, and proactively works with them in matters of importance to them.
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## DELIVERY FOCUSED

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- Acts with integrity, and does what they say they will do.
  - Is proactively focused on the quality delivery of what matters to our community.
  - Demonstrates impartiality.
  - Plans and organises work effectively to complete tasks and achieve goals on time and to a high standard.
  - Demonstrates accountability to colleagues and the community we serve.
  - Takes personal responsibility for actions, decisions and delivery of work.
  - Takes responsibility for assigned tasks, meets deadlines, and follows through on commitments.
  - Considers whether Iwi engagement is required, using the guidelines within the Māori Engagement Framework
  - Demonstrates proficiency using standard digital tools and technologies required for their role.
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## MANA - ENHANCING

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- Builds trust through caring for and supporting others.
  - Puts people at the heart of decision-making.
  - Is self-aware and recognises the impact of words and actions on others.
  - Embraces a growth mindset, actively seeks and offers feedback, acknowledges when they don't have all the answers, asks for help when needed.
  - Consistently upholds high standards of professionalism in all situations.
  - Embraces the various cultures within our organisation and community, and develops the skills to effectively engage with and meet the needs of each group.
  - Protects the mana and integrity of our partnerships.
  - Recognises the importance of self-care, in a physical, emotional and spiritual sense.
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## CONNECTED

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- Builds connections with colleagues and cross-functional teams, identifying areas where collaboration can drive better outcomes.
  - Maintains strong connections across teams, stays informed about Council context, and thinks beyond their own team or business unit
  - Actively collaborates with others to create shared understanding and solutions.
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- Builds strong relationships internally and externally based on trust to support the delivery of outcomes.
- Communicates clearly, openly, and constructively.
- Creates an environment where everyone feels like they belong.
- Actively participates in Council tikanga processes, reaching Cultural Proficiency Framework – Māori Engagement – Level 1.
- Can demonstrate the Te Reo Māori competency - Level 1 of the Cultural Proficiency Framework
- Interpersonal skills

## RESILIENT AND ADAPTABLE

- Maintains composure and confidence when faced with ambiguity, focusing on solutions.
- Recognises that the LG context we are operating within is constantly changing.
- Is curious and actively seeks out diverse viewpoints and questions assumptions.
- Is ready to change course, adapt and deliver the best outcome for the community.
- Stays calm and focused under pressure, bouncing back quickly from setbacks.
- Persists and perseveres to find solutions in the face of obstacles, setbacks and challenges.

## Alignment with our community outcomes



We uphold Te Tiriti o Waitangi and its principles and recognise the role of Mana Whenua as kaitiaki of their rohe. We support them to maintain and enhance tikanga with their ancestral lands and waterways, wāhi tapu and other taonga, and build mutually respectful partnerships with tangata whenua, supporting whanau, marae, hapū and iwi in achieving their aspirations.



We contribute to improving our natural environment for current and future generations to enjoy, and protect the important natural features in our district. We ensure our built environment supports the wellbeing of our people and manage competing pressures on resources sustainably.



We provide efficient, reliable and affordable infrastructure, developing and maintaining facilities and infrastructure to meet the needs of current and future generations. Our community facilities and infrastructure are resilient, helping us to respond to climate change and natural hazards, working with partners to develop infrastructure that enables growth.



We are business friendly, supporting diversity and resilience in our local economy and work with others to make our economy grow. We aspire for economic security for all of our people and seize growth opportunities for our district.



We value the diversity of our people, and how our district's heritage shapes our community's sense of identity and pride. We provide infrastructure, services, facilities and places to build resilient and connected communities where people of all ages and backgrounds feel included and safe. We are building collaborative relationships with service providers to



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enable all people to live positive and healthy lifestyles, encouraging our people to participate in local decision making.

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