



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	Team Lead, Revenue & Property
REPORTS TO	Financial Services Manager
GROUP	Organisation Performance
DIRECT REPORTS	5
FINANACIAL DELEGATIONS	Yes
WARRANTS REQUIRED	No
GRADE	17

Purpose

The Team Lead Revenue & Property is responsible for leading Council's rating and water billing functions in alignment with relevant policies and legislative requirements. This includes overseeing the collection of Council's revenue and overseeing debt management.

The role also contributes to the development and review of rating policies, such as rates remission and postponement policies, particularly as part of the Long-Term Plan process.

Additionally, the Team Leader Revenue & Property ensures the accuracy and integrity of Council's rating system and associated data management.



Key Responsibility and Expected Outcomes

Leading the rates activity (including water rates)

- Maintain accurate and up-to-date rates and water databases, including changes to properties, valuations, and water usage.
- Manage and reconcile rating data annually, including lump sum contributions, remissions, and differentials in line with Council policy.
- Lead the annual rates setting process and ensure alignment with Funding Impact Statements and legislative requirements.
- Oversee rating system integrity, including invoicing, assessments, penalties, and compliance with audit standards.
- Collaborate with Finance and IT to complete year-end processes and maintain accurate data for public access.
- Develop and implement effective debt collection strategies to improve debt recovery.

Rating Systems

- Ensure the efficient and effective operation of Council's rating systems.
- Maintain up-to-date and accurate ownership and valuation information within the Name and Address Register (NAR) database.
- Ensure property valuations are accurate and comply with the Rating Valuation Rules.
- Manage the triennial revaluation process, including the handling of objections, issuing of notices, and accurate integration of valuation data into the rating database.

Oversee the rates collection process

- Oversee the effective collection of rates, including water rates and arrears, by ensuring robust monitoring procedures and the implementation of debt collection strategies that align with Council policies.
- Ensure compliance with overdue debt policies and relevant legislation
- Special legislative requirements or collection of rates on Maori freehold land is managed with appropriate cultural sensitivity.
- Maintain adherence to bank requirements for direct debit processing, ensuring accurate and timely collections through a well-managed direct debit database and monitoring of automatic payments.
- Rating units involved in the 1877 agreement are managed appropriately.

Leadership & People Development

- Lead, support, and develop a high-performing inclusive team that consistently deliver high-quality outcomes.
- Nurture an inclusive, engaged, and collaborative team environment that encourages innovation, accountability, and continuous improvement.
- Model fairness, respect, and equity, while promoting health, safety, and wellbeing in all operations.
- Encourage and lead a customer-first mindset across all team activities and communications.
- Identify and implement business improvement initiatives that enhance service delivery, staff development, and a customer- and business-friendly culture.
- Lead the team through change with clear communication and steady support.

Relationship Management

- Support the (role specific) Group in strengthening Council's strategic relationships by working collaboratively with Iwi and other cultural stakeholders.
- Establish and maintain a network of key contacts to enhance Council's relationships across local government, government agencies, businesses, and the community.
- Coordinate the implementation of communication plans to ensure key stakeholders are kept informed of Council's work programme.

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 (role specific) Group by performing duties as required, promoting a positive workplace culture, and participating in Emergency Management activities.



CAPABILITY & COMPETENCIES REQUIRED

SKILLS, KNOWLEDGE & EXPERIENCE Experienced leader with a strong track record in managing and developing high-performing teams. Brings a solid foundation in accounting principles and a sound understanding of valuation rules and standard debt collection procedures
Demonstrated success in embedding a culture of continuous improvement to drive efficiency, compliance, and service excellence
Thorough knowledge of Local Government (Rating) Act 2002
Familiarity with local government or complex public sector environments preferred
Ability to provide policy advice and write policy documents

DRIVES COMMUNITY OUTCOMES

- Deep understanding of Local Government structures and functions
- Legislative awareness impact
- Knowledge of Te Tiriti o Waitangi
- Ethical leadership
- Delivers on long term planning

DELIVERY FOCUSED

- Manages Performance
- Focused on delivery
- Delegates
- Problem Solver
- Communication skills
- Financial Capability

MANA - ENHANCING

- Communicates vision and strategy
- Team Leadership
- Recognises and celebrates success
- Supports others development
- Leads a diverse workforce
- Promotes a health and safety culture

CONNECTED

- Partnership building and collaboration
- Identifies and resolves conflict
- Influencing and negotiation
- Political Acumen
- Māori cultural engagement
- Interpersonal skills

RESILIENT AND ADAPTABLE

- Strategic thinking
 - Leads and manages change
 - Supports innovation
 - Ability to manage crisis
 - Understands current issues
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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 enable all people to live positive and healthy lifestyles, encouraging our people to participate in local decision making.

