

Job Description

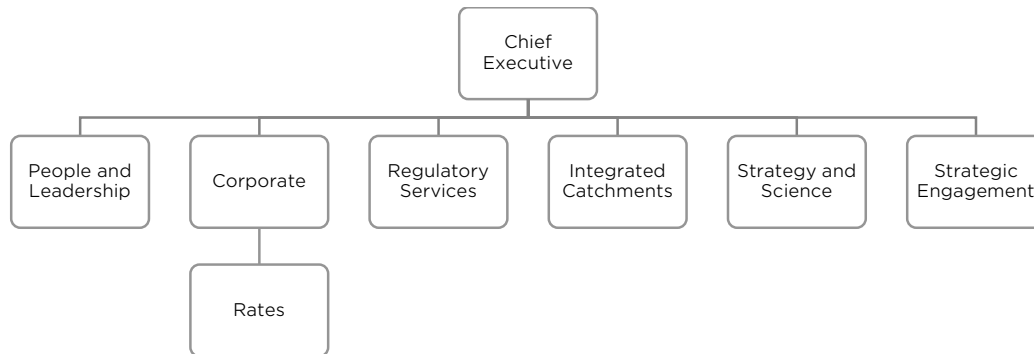


Job title	Rates Administrator
Group	Corporate
Section	Rates
Responsible to	Rates Engagement Team Leader
Responsibility for employees	None
Date	June 2025

Our organisation

About us	Toi Moana Bay of Plenty Regional Council's work guides and supports the sustainable development of the Bay of Plenty. We are responsible for land, air and water, as well as public transport and economic development. We want to make sure our region grows and develops in a way that keeps its values safe for future generations.
Our vision	Our vision of "Thriving together - mō te taiao, mō ngā tangata" means we want to ensure that both the environment and the people in the region thrive. Looking after the environment is at the heart of what we do.
Our values	Our values reflect who we are and what is important to us: Trust, Integrity, Courage, Manaakitanga, Kotahitanga, Whanaungatanga (<i>see attached</i>).
Our leadership model	Te Pae Rangatira, means 'The Model of Leadership'. In Māori, it is said a Rangatira (Leader) is one who is able to raranga (weave) their tira (group of people) together. Leadership at Toi Moana is guided by four pou whirinaki (pillars of guidance), these are: Care, Collaborate, Navigate and Balance (<i>see attached</i>).
Our community outcomes	Our community outcomes describe what we're working towards achieving for the Bay of Plenty: He taiao ora - a healthy environment, He hāpori mata-hī awatea - future ready communities, Ngā hāpori e honoa ana, e whakamanatia ana hoki - Connected and enabled communities, He whanaketanga mauri tū roa - Sustainable development, Te Ara Poutama - The Pursuit of Excellence. Directly or indirectly, your work will feed into helping us achieve one or more of these outcomes.

Our team



Job purpose

Toi Moana Bay of Plenty Regional Council (BOPRC) is committed to its' vision of thriving together through the delivery of strong community outcomes. It is our people and their commitment to first class leadership and high performing teams which will ensure this delivery.

This job exists to provide a high standard of administrative support to the Rates Team, to assist in delivering an efficient and effective rating service to our wider community and internal staff.

Functional relationships

External	Purpose and frequency of contact	
<ul style="list-style-type: none">Public	<ul style="list-style-type: none">Answering general rates enquiries from ZendeskMonitoring rates inbox - actioning and responding to customer queriesSetting up manual direct debit arrangementsAnswering calls for standard rates queries	Daily

Internal	Purpose and frequency of contact	
<ul style="list-style-type: none">Rates Team Leader	<ul style="list-style-type: none">Keep team leader informed of any issues or problems affecting customer service and/or system related issuesUpdate team leader with any trends that are noted in customer interactions to ensure any issues are identified and mitigated	Daily
<ul style="list-style-type: none">Rates Staff	<ul style="list-style-type: none">Providing administrative support to rates staff where required	Daily

	<ul style="list-style-type: none"> • Prioritise rates inbox, identifying requests that require rates staff response and reminders for timely completion • Support with the banking function, to receipt and allocate payments to designated rates accounts. Identify online payments with insufficient payment details to be further investigated to ensure payments are allocated to the correct rating account. 	
<ul style="list-style-type: none"> • Staff at all levels within the organisation 	<ul style="list-style-type: none"> • Assist internal staff with rates related queries and tasks 	As required

Key result areas

The job encompasses the following major functions or key result areas:

- Administration Support
- Service Delivery
- Relationship Management
- Corporate Contribution.

Key accountabilities

The requirements in the above key result areas are broadly identified below:

Key accountabilities (You are responsible for)	Key accountability measures (You will be successful when)
1. Administration Support	
<ul style="list-style-type: none"> • Provide high quality administrative support services to the Rates team • Maintain systems for records and Rating Information Database as required • Assist with the daily banking function • Ensure that all customers receive excellent customer service for enquires. • Undertake any other relevant duties as directed by the team leader • Assist with specific tasks such as research and data validation for rating queries that may require further investigation • Ensure that work meets the requirements under the Local Government (Rating) Act 2002 observing key timeframes, and legislative compliance. 	<ul style="list-style-type: none"> • All administrative work complies with internal policy and statutory requirements. • Work is conducted in an efficient and timely manner. • Queries are dealt with in a professional and courteous manner. • Effective, professional relationships are developed and maintained with internal and external customers • Any additional duties are completed to appropriate standards.
2. Service delivery	

Key accountabilities (You are responsible for)	Key accountability measures (You will be successful when)
<ul style="list-style-type: none"> • Provide an excellent customer-centric service for all enquiries, in a pleasant and confident manner. • Maintain systems and processes to ensure the administration functions of the office are consistent and effective. • Maintain Rating Information Database updating ratepayer data and property information • Provide advice and convey clear information to customers for direct debit arrangements 	<ul style="list-style-type: none"> • Rating work complies with internal policy and statutory requirements. • Work is conducted effectively and efficiently and meets agreed and legislative timeframes. • Administration and bank receipting follow internal procedures, work is conducted effectively and efficiently, and meets timeframes. • Enquiries are dealt with in a professional and courteous manner. • Professional image is conveyed in public forums.
3. Relationship management	
<ul style="list-style-type: none"> • Establish and maintain close working relationships with internal and external customers including Local Authorities, ratepayers, and owners 	<ul style="list-style-type: none"> • Effective, professional relationships and partnerships are developed and maintained with internal and external customers.
4. Corporate contribution	
<ul style="list-style-type: none"> • Promote the implementation of the Corporate Culture Statement, Leadership Model and Health and Safety Systems. • Recognise individual responsibility for Workplace Health and Safety under the Health and Safety at Work Act 2015. • Meet the statutory responsibilities detailed in the Information Management Policy and Procedures standard. • Meet Bay of Plenty Regional Council's statutory responsibilities for civil defence and emergency management. 	<ul style="list-style-type: none"> • Corporate responsibilities are undertaken and completed accurately, meeting specified standards and within agreed timeframes. • Hazards are identified and all incidents and accidents are reported. • Participate in any wellness programmes, such as stress management training and health monitoring. • Council records are created and maintained in corporate information systems, meeting specified information management standards. • Participate in any civil defence and emergency management training initiatives and assist with any civil defence emergencies, as part of Bay of Plenty Regional Council's responsibilities for civil defence and emergency management.

Delegations

Delegations as set out in the Chief Executives Delegations Manual.

Freedom to act

Guidelines and support available to assist the jobholder to make decisions e.g., policy documents, standard procedures, reference to team leader or senior employees.

The Rates Administrator is required to refer decisions with greater impact to the Chief Financial Officer or Rates Team Leader.

- Team members
- Personal assistants to group managers and Chief Executive
- Governance Services staff
- IT
- Process documentation
- Colleagues
- Manager
- Members of the wider group
- Tarai - Intranet
- Objective guidelines
- Legislative requirements.

Work complexity

- Most challenging duties typically undertaken:
- Maintain a good understanding and awareness of Bay of Plenty Regional Council rating function, associated rating legislation, and customer key requests, and being able to apply this knowledge when providing customer response and support to external and internal customers.
- Handling large and variable volumes of incoming enquiries from the public, both by email and telephone calls. Maintaining the rates inbox to field queries, identifying high priority items that require Rates Advisors to provide response.
- Provide a point of contact for customer rating queries, where frontline staff have been unable to assist, which would include, but not limited to; Rating Information Database updates; explanation of what Council activities are funded through rates; negotiation and creation of direct debit payment arrangements.
- Assist with daily banking tasks, receipting and allocating payments to correct rating accounts. Provide support to Rates Team with rating suspense account to locate further customer details for online payments that have insufficient information to determine absolute identification to a specified rates account.

Person specification

Minimum academic qualifications required:	
Essential	Desirable (for recruitment purposes only)
<ul style="list-style-type: none">• A valid driver's licence required^{*1}• A minimum secondary education up to Year 13, preferably with good grades in English• A competent level of keyboard skills and computing knowledge	<ul style="list-style-type: none">• Proven people skills• Ability to work in dynamic and busy office• Energetic and positive personality• Post-secondary qualifications in a relevant discipline such as a certificate in office or business administration

¹ Driving record free of driving suspensions or convictions (excluding demerit points and infringement fees). Requirement for valid Driver's Licence may be waived if applicant has a driving-related disability.

	<ul style="list-style-type: none"> Ability to interpret and understand Rating Legislation and statutory requirements for rating functions
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Knowledge / experience (indicate years of experience required as appropriate)	
Essential	Desirable (for recruitment purposes only)
<ul style="list-style-type: none"> Minimum of 3 years relevant work experience Excellent English – written, verbal and Comprehension Word processing, spreadsheet, and database experience Sufficient experience and ability to proactively apply knowledge and skills to support the Rates Team 	<ul style="list-style-type: none"> Experience with Electronic Document Management Systems Experience with Database systems Experience with Bank receipting

Key skills / job specific competencies

The following indicates what would typically be expected for this role at a competent level:

Advanced knowledge	<ul style="list-style-type: none"> Office administration procedures and systems
Working knowledge	<ul style="list-style-type: none"> Microsoft Office Applications Time management General accounting knowledge Well-developed written and verbal communication ability
Awareness	<ul style="list-style-type: none"> Community, cultural and political awareness.

Personal attributes / key behaviours

- Sound judgement and initiative.
- Ability to share information and assist others.
- Exceptional organisation skills including prioritising requests.
- A high level of courtesy, listening and communication skills.
- Be able to work under pressure and meet deadlines.
- Tact and patience when dealing with difficult people.
- Accuracy and attention to detail.
- A mature and methodical manner.
- Ability to communicate openly and clearly.
- Prompt and focused.
- Ability to learn quickly.
- Ability to work well in a team or independently.

Other requirements

- May require frequent travel within or outside Bay of Plenty region.
- May be required to work outside normal hours to meet statutory processing timeframes

Change to job description

From time to time it may be necessary to consider changes in the job description in response to the changing nature of our work environment. Such changes, including technological requirements or statutory changes, may be initiated by the manager of this job with due consultation with the position holder. This job description should be reviewed as part of the preparation for performance planning.

Approved:

Manager

Date

Discussed with job holder:

Employee

Date

Our Vision

Thriving together - mō te taiao, mō ngā tāngata

mō te taiao, mō ngā tāngata translates to "for the environment, for the people"

Our Values

A tatou haerenga - our journey

Our values reflect who we are and what is important to us.

Te Pumanawa 'the beating heart of the organisation'.

Our organisational values have been woven together following input from staff across the organisation, now it's up to each of us to bring these values to life in the work that we do every day.

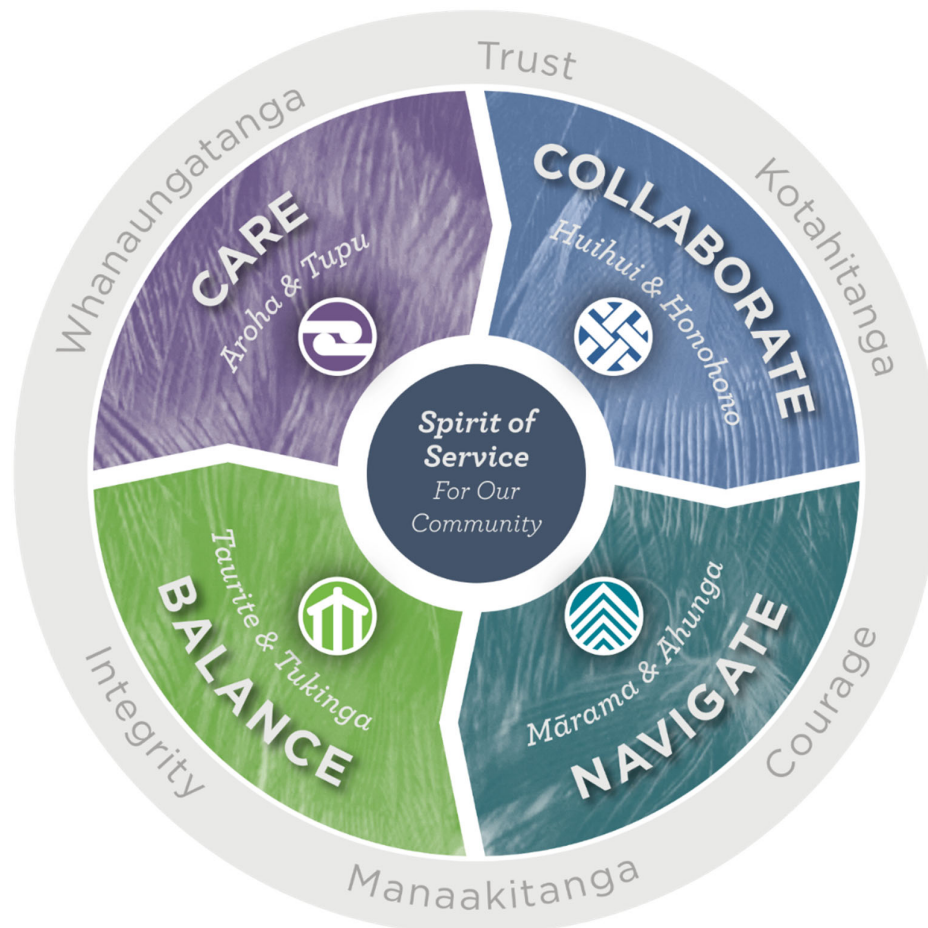
TRUST	INTEGRITY	COURAGE
We trust each other and work to build trust	We do what we say we will do We act with purpose to achieve results	We act boldly to lead and do the right thing for our region
MANAAKITANGA	KOTAHITANGA	WHANAUNGATANGA
<p>Mana</p> <ul style="list-style-type: none">LeadershipHaving strength and courageBeing a positive influenceBeing proud and courageousProfessionalism <p>Manaakitanga</p> <ul style="list-style-type: none">Trust and respectReciprocity (sharing)Nurture/support <p>Mana has many meanings such as integrity, charisma and prestige.</p> <p>Manaaki means 'to nurture and support and help each other grow'. When you add the 'tanga' the word is enhanced.</p>	<ul style="list-style-type: none">UnityStrong emphasis on collaborationBeing inclusiveNurturing a positive team spiritSense of ownership <p>Kotahi means 'as one'. Adding the 'tanga' accentuates the word, giving it a wider meaning, bringing us together - 'strength in unity'.</p>	<ul style="list-style-type: none">Strong focus on relationships.Having fun and being happySocialising, including the importance of friendsSupporting each other <p>Whānau means family. Adding the 'tanga' extends the word to a wider whānau context. It has a very strong focus on relationship within the organisation.</p>

Te Pae Rangatira

Our Leadership Model

In Māori, it is said a Rangatira (Leader) is one who is able to raranga (weave) their tira (group of people) together. Our model, known as Te Pae Rangatira, means 'The Model of Leadership'.

At Toi Moana, we believe that to achieve great outcomes for our community we must enable our people to thrive together - connected and consistent leadership is a key success factor. Our leadership model has been co-designed with our people to create a shared understanding of what great leadership looks like at Toi Moana.



He aha te rangatira? Who is a leader at Toi Moana?

Everyone at Toi Moana has the opportunity to display leadership qualities.

Whether you're in a people leader role, working with our community, or supporting your colleagues, Te Pae Rangatira defines the capabilities that support us all to raranga (weave) a tira (group of people) together to enable great outcomes.

Ngā Pou Whirinaki The Pillars of Guidance



CARE

Aroha & Tupu

Love & Growth

Ka manaaki tātou i a tātou ki te aroha, ki te manawaroa, kia tupu, kia rea.

We care for ourselves and others with empathy, resilience and growth mind-sets.

Whakaaronui

Empathise

Whakawhanake i a koe ake

Develop self

Kia kaha, haere tonu

Embrace resilience

Kia tupu te whakaaro

Have a growth mind-set

Āwhinatia ngā tāngata kē

Enable others



COLLABORATE

Huihui & Honohono

Come Together & Connect

Ka whakakotahi tātou i a tātou, kia hono ai wō tātou rourou, e ora ai te iwi.

We are curious, connected and inclusive of all.

Mahi tahi

Work as one

Whakakotahi

Be inclusive

Whakawātea

Create safe spaces

Kia tupu te pā harakeke

Grow relationships and networks

Whāia tā te rōpū e whai ana

Facilitate shared goals



NAVIGATE

Mārama & Ahunga

Understanding & Direction

Ka arahi tātou i a tātou, kia mārama ai ki ngā āhuatanga hai arotau mā tātou, e ahu whakamua ai tātou.

We are clear on our purpose, adaptable and navigate the way forward.

Kia Mārama

Create clarity of purpose

Aro whānui

Scan the horizon

Āta whai

Zoom out and in

Kia āhua rerekē

Be adaptable

Kia whai whakaaro ki te ao tōrangapū

Have political perspective



BALANCE

Taurite & Tuinga

Balance & Impact

Ka whakarite tātou i a tātou, kia taurite ai ngā mahi, mo te tuinga nui tonu.

We balance what we do, how we do it and when we do it for maximum impact.

Whāia ngā hua

Focus on outcomes

Āta whakariterite

Plan and organise

Āta whakaraupapa, ka whai rauemi

Prioritise and resource

Āta whakatau

Make decisions

Mo te tuinga nui tonu

Deliver for success