



position description

POSITION TITLE	Team Leader Revenue
AWARD AND CLASSIFICATION	Wodonga City Council Enterprise Agreement 2021 to 2023 Band 8
DIRECTORATE	Community and Corporate
BUSINESS UNIT	Finance
REPORTS TO	Manager Finance
SUPERVISES	Finance Officer – Receivables Finance Officer – Revenue Systems Revenue Administrator
EMPLOYMENT STATUS	Full time
DATE	
EMPLOYEE NAME	

ORGANISATIONAL CONTEXT

Wodonga Council’s vision for the city is to be seen as a ‘progressive, well-planned city that is affordable, offers an abundance of opportunities and is led by strong, empathetic stewardship’. This vision will support us to realise our mission ‘to strengthen the community in all that we do’.

POSITION OBJECTIVES

As the Team Leader Revenue, your primary responsibility is to lead and manage the Revenue Team to ensure the accurate, efficient, and compliant administration of all revenue-related activities. You will oversee the development and implementation of revenue-related policies, processes, and controls that support effective revenue management, whilst providing expert technical guidance and ensuring adherence to regulatory requirements. In this role, you will support the Manager Finance in achieving strategic financial objectives, foster a culture of continuous improvement, and promote collaboration within the team to deliver high-quality outcomes for the organisation. Additionally, you will perform other accounting and finance duties, as directed, to support organisational priorities and enhance overall financial performance.

our values

TRUST - RESPECT - INTEGRITY - LEARNING

our mission

WE WILL STRENGTHEN THE COMMUNITY IN ALL THAT WE DO

ACCOUNTABILITY AND EXTENT OF AUTHORITY, INCLUDING DUTIES

You are responsible and accountable for the following:

Revenue Management

- Collaborate with the Manager Finance to prepare the Revenue and Rating Plan, incorporating technical advice from the Revenue Administrator.
- Develop and implement revenue policies in partnership with the Manager Finance and Revenue Team.
- Establish and maintain efficient and effective processes and controls to manage all council revenue sources, ensuring compliance with the Local Government Act 1898 (Vic), the Local Government Act 2020 (Vic), and Australian Accounting Standards, particularly AASB 15: Revenue from Contracts with Customers and AASB 1058: Income of Not-for-Profit Entities.
- Administer the recognition of grants revenue in accordance with applicable standards and guidelines, including the preparation of supporting worksheets and journals.

Team Leadership

- Lead and manage the Revenue Team, providing leadership, guidance, and support to team members.
- Step into operational roles during leave periods or absences to maintain continuity and ensure service delivery.
- Review and approve team outputs, including the striking of rates, atypical transactions, journal entries, and reconciliations, ensuring accuracy, compliance, and quality.
- Foster team collaboration and support professional development opportunities.

External Financial Audits and Reporting

- Participate in interim and year-end external financial audits by the Victorian Auditor General's Officer, providing all necessary assistance and documents as required.
- Prepare and submit the annual Essential Services Commission Compliance Return.

Financial Literacy

- Enhancing stakeholder financial literacy through coaching and training.
- Assisting stakeholders to understand and improve financial performance.

Other Duties

- Improve business processes and systems.
- Administer the CEO's List for Council Elections, ensuring data accuracy and timely updates.
- Perform other accounting and finance duties as required. For example, assisting with financial modelling, grant acquittals, preparing reports, and audits.

OUR VALUES

You are expected to demonstrate the values in your everyday work and your interactions with colleagues and the community.

Trust	Talk straight – Say what you mean and mean what you say Create transparency – Do not withhold information unnecessarily or inappropriately Right wrongs Practice accountability – Take responsibility for results without excuses Extend trust – Show a willingness to trust others, even when it involves a measure of risk
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Respect	Treat other people with courtesy, politeness and kindness, no matter what their position or opinion Listen first – Seek to understand others before trying to diagnose, influence or prescribe
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Integrity	Tell the truth in an appropriate and helpful manner that does not compromise the organisation's objectives and values Keep confidences Do what you say you will do to the best of your ability Be open about mistakes Speak of those that are absent only in a positive way
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Learning	Work together and learn from each other Continuously improve and innovate Be open to change There is a high degree of responsibility for results – delivery without excuses
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PERSONAL COMPETENCIES

For details of personal and leadership competencies relating your role, please see Attachment 1.

JUDGEMENT AND DECISION-MAKING SKILLS

Ability to use sound judgment in selecting the optimal method, technology, process, or equipment from a range of alternatives to achieve work objectives. Capable of developing policies and resolving complex or unprecedented problems by identifying, analysing, and evaluating a broad spectrum of options before making a decision.

SPECIALIST KNOWLEDGE AND SKILLS

In addition to the required proficiency in accounting and finance (e.g., CA or CPA), you will possess specialist skills in the following areas:

- Revenue Management: Expertise in managing and optimising diverse revenue streams, including rates and charges, fees, and government grants.
- Policy Development: Proficiency in developing and implementing revenue-related policies that align with regulatory requirements and organisational objectives.
- Financial Controls: Advanced understanding of financial controls, including reconciliation processes, ledger management, and compliance monitoring.
- Legislation and Compliance: Comprehensive knowledge of local government legislation, including the Local Government Act, Essential Services Commission requirements, and related statutory obligations.
- Systems and Data Management: Skilled in managing financial and rating systems, ensuring accuracy, security, and alignment with organisational needs.
- Audit and Reporting: Experience in preparing for and participating in external audits, including liaising with auditors and meeting statutory reporting requirements.
- Leadership and Team Development: Proven ability to lead, mentor, and develop teams, fostering a culture of collaboration, accountability, and continuous improvement.
- Communication and Business Partnering:
 - Excellent verbal and written communication skills, with the ability to articulate complex financial concepts to non-financial stakeholders.
 - Strong interpersonal skills to build and maintain effective relationships with internal and external business partners.
 - Demonstrated ability to translate financial data into meaningful insights for decision-making and strategic planning.

- Experience presenting financial information to senior management and key stakeholders in a clear and concise manner.
 - Proficiency in business partnering, including collaborating with departments to understand their needs, providing financial guidance, and facilitating decision-making processes.
 - Skilled in negotiating and influencing outcomes through effective communication and persuasion.
 - Ability to act as a trusted advisor to the Manager Finance and other stakeholders, including Service Managers, offering financial expertise and guidance to support their objectives and initiatives.
- **Problem-Solving and Decision-Making:** Strong analytical and problem-solving skills to address operational challenges, implement improvements, and support informed decision-making.
 - **Process Improvement:** Ability to identify and drive enhancements in business processes and systems to improve efficiency and effectiveness.

MANAGEMENT SKILLS

You will possess the capability to effectively manage your time, prioritise tasks, and meticulously organise your workload to ensure the successful execution of the role's responsibilities. Moreover, the management skills crucial for this position encompass:

- **Adaptability:** Demonstrating flexibility in responding promptly and professionally to inquiries and work requests, whilst adeptly adjusting to shifting priorities or unforeseen circumstances.
- **Confidentiality Maintenance:** Upholding the highest standards of discretion and confidentiality in handling sensitive information, ensuring that all data and communications are safeguarded with integrity and professionalism.
- **Leadership:** Capacity to lead, motivate, and develop the technical and interpersonal skills of the Finance Officer – Receivables, Finance Officer – Revenue Systems and Revenue Administrator.

These skills are essential for maintaining efficiency, professionalism, and trustworthiness in fulfilling the requirements of the role.

INTERPERSONAL SKILLS

You are expected to demonstrate the following essential qualities:

- **Exceptional Negotiation Skills:** Proficiency in navigating negotiations with finesse and efficacy, ensuring favorable outcomes for all parties involved.
- **Proactive Approach and Self-Motivation:** Demonstrating a proactive attitude, driving initiatives forward with self-motivation, and displaying acute attention to detail in all tasks undertaken.
- **Exemplary Verbal Communication:** Possessing highly effective verbal communication skills to engage with clients, the public, and colleagues. Skillful in resolving minor issues through clear and concise dialogue.
- **Outstanding Written Communication:** Exhibiting strong written communication abilities to correspond with clients, the public, and colleagues. Capable of preparing meticulous reports and routine correspondence.
- **Collaborative Ability:** Proficiency in fostering cooperation and soliciting assistance from clients, the public, counterparts in other organisations and colleagues to streamline administrative processes effectively.

In summary, the role necessitates a candidate who excels in negotiation, takes initiative with attention to detail, communicates effectively both verbally and in writing, and collaborates seamlessly to achieve shared goals.

INFORMATION TECHNOLOGY SKILLS

You are expected to have the following information technology skills:

- **Proficiency in Financial Software:** Advanced proficiency in utilising financial software and tools to

streamline budgeting processes, enhance accuracy, and facilitate financial analysis.

- Spreadsheet Mastery: Expertise in using spreadsheet software (e.g., Microsoft Excel) for financial modeling, data analysis, and reporting.
- Database Management: Familiarity with database management systems for organising and retrieving financial data efficiently.
- Budgeting and Forecasting Tools: Experience with specialised budgeting and forecasting software to develop comprehensive budget plans, perform rolling forecasts, and analyse various financial scenarios.
- Communication Platforms: Familiarity with communication platforms (e.g., Microsoft Teams) to facilitate collaboration and communication with cross-functional teams and stakeholders.
- Presentation Software: Proficiency in presentation software (e.g., Microsoft PowerPoint) to create clear and concise presentations of financial information for senior management and key stakeholders.
- Data Visualisation Tools: Familiarity with data visualisation tools (e.g., Tableau, Power BI) to create visual representations of financial data for better insights and decision-making.
- Cybersecurity Awareness: Awareness of cybersecurity principles and best practices to ensure the security and integrity of financial data and IT systems.
- Continuous Learning: Willingness to stay updated with emerging technologies and IT trends relevant to finance and accounting.

These IT skills will complement your proficiency in accounting and finance and specialist skills, enabling you to fulfill the responsibilities of the Team Leader Revenue effectively.

CUSTOMER CARE

Meet council's Customer Care expectations including:

- Being honest, ethical and professional.
- Being helpful and courteous.
- Listening with respect and understand the customer's issues.
- Meeting commitments made.
- Keeping the customer informed.
- Ensuring that the customer clearly understands what is being said.
- Apologising if a mistake is made and attempt to make it right.
- Assisting customers with physical, sensory or intellectual disabilities, to achieve equitable access to our services.

EMERGENCY MANAGEMENT

You may be required to assist in dealing with any emergency situation which affects the operation of the council and/or wellbeing of the community.

OCCUPATIONAL HEALTH AND SAFETY / RISK MANAGEMENT

Wodonga Council is committed to the highest level of health and safety and to ensuring effective risk management across all areas of council. To contribute to upholding this commitment you must have the ability to:

- Comply with and adhere to Occupational Health and Safety (OH&S) and risk systems of management (i.e. policies, procedures, Safe Operating Procedures etc.) to ensure your safety and the safety of others;
- Assist with the identification, assessment, evaluation and monitoring of risks and hazards within your area;
- Report any incidents, hazards or near misses immediately; and
- Contribute to participative arrangements for effective OH&S and risk management.

QUALIFICATIONS AND EXPERIENCE

- Tertiary qualifications in accounting and/or financial management. For example, Bachelor of Business with a

major in accounting and/or finance.

- Membership or significant progress towards membership of a recognised professional body. For example, Chartered Accountant (CA) or Certified Practising Accountant (CPA).
- A minimum of three years' experience in accounting and/or finance.

LICENCES AND MANDATORY REQUIREMENTS

- Current Driver's Licence
- National Police Check (required to be supplied by the employee or prospective employee prior to commencement)

EQUAL OPPORTUNITY STATEMENT

Wodonga Council is an equal opportunity employer. We ensure fair, equitable and non-discriminatory consideration is given to all applicants, regardless of age, sex, disability, marital status, pregnancy, sexual orientation, race, religious beliefs or other irrelevant factor. We recognise our proactive duty to ensure compliance with equal opportunity and other workplace-related legislation, and to eliminate all forms of discrimination.

INHERENT REQUIREMENTS OF THE JOB

For details of the inherent requirements of the job, please see Attachment 2.

KEY SELECTION CRITERIA

1. Relevant Tertiary Qualifications: Possession of tertiary qualifications in accounting, finance, or a related discipline (e.g., Bachelor of Business with a specialisation in accounting or finance), providing a strong foundation in financial principles and revenue management.
2. Professional Membership or Progress Toward Certification: Demonstrated membership or significant progress toward membership in a recognised professional body, such as Chartered Accountant (CA) or Certified Practising Accountant (CPA), reflecting a commitment to professional standards and ongoing development.
3. Proven Experience in Revenue and/or Accounting: A minimum of three years' experience in revenue and/or accounting roles, with demonstrated expertise in managing complex revenue streams, financial analysis, reporting, and compliance.
4. Exceptional Communication and Business Partnering Skills: Outstanding verbal and written communication abilities, enabling the articulation of complex financial concepts to non-financial stakeholders. Proven experience in collaborating with internal and external partners, providing financial guidance, and influencing decision-making processes.
5. Strong Leadership and Team Development Abilities: Demonstrated experience in leading, mentoring, and supporting teams. Ability to foster a culture of collaboration and continuous improvement, whilst stepping into operational roles as needed to maintain service delivery.
6. Audit and Compliance Expertise: Experience in preparing for and participating in external audits, ensuring compliance with statutory requirements, and managing accurate and timely financial reporting.
7. Problem-Solving and Analytical Skills: Strong analytical and problem-solving capabilities, with the ability to address operational challenges, develop innovative solutions, and implement process improvements effectively.
8. Commitment to Process Improvement and Systems Management: Demonstrated ability to identify and implement enhancements to revenue management processes and systems, improving efficiency and aligning with organisational objectives.

Staff member signature

People and performance framework

CUSTOMER SERVICE AND COMMUNICATION  Understanding and valuing our customer needs to make sure we provide quality customer service.		BUILD AND ENHANCE RELATIONSHIPS  Collaborating and working with our people and community.		PLAN, ORGANISE AND DELIVER  Performing work to the best of our ability to deliver successful outcomes for our people and community.	
FUTURE FOCUS  Identifying ways we can do better and anticipating future opportunities.	PEOPLE DEVELOPMENT  Looking after the personal and professional growth of our people.	MANAGE HEALTH AND WELLBEING  Recognising the importance of staff health and wellbeing.	SAFETY AND RISK MANAGEMENT  Prioritising safe and ethical behaviour and decision-making in everything we do.		

Customer Service and Communication	
Demonstrates commitment to a high standard of service to customers and the community.	<ul style="list-style-type: none"> • Is helpful, shows respect, courtesy and fairness with staff and customers • Demonstrates empathy and a willingness to assist • Communicates information clearly • Listens and asks questions to understand customer needs and point of view • Proactively seeks solutions and keeps customers informed of progress • Operates within council procedures and policies • Writes in a way that is logical and easy to follow

Build and Enhance Relationships	
Works co-operatively and effectively with others.	<ul style="list-style-type: none"> • Demonstrates clear, open and honest communication • Works constructively to resolve conflict • Shows enthusiasm to help others • Listens and respects the value of different views, ideas and ways of working • Builds and sustains positive relationships with staff and customers • Actively participates in team and other activities • Keeps others informed and seeks clarification when required

Plan, Organise, Deliver	
Organises and prioritises own work to meet work commitments.	<ul style="list-style-type: none"> • Demonstrates effective use of time and resources to meet expectations and achieve outcomes • Understands what is required of the role and how this contributes to team priorities • Keeps appropriate people informed on progress of tasks and projects • Seeks information when required, demonstrates initiative • Undertakes to complete all tasks with a positive, can-do attitude

Future Focus	
Looks for improvements and is adaptable to change.	<ul style="list-style-type: none"> • Understands council vision and purpose and how their role fits in • Is willing to adapt to changing processes, systems, technology and environments • Looks for improvements and better ways of doing things • Seeks support and clarification when required

People Development	
<p>Welcomes opportunities for learning and self-development.</p>	<ul style="list-style-type: none"> • Displays council values • Reflects upon own performance • Seeks and acts upon feedback • Sets goals for personal and professional development • Finds ways to learn and improve in the completion of day-to-day tasks • Takes responsibility for own work and meeting job requirements
Manage Health and Wellbeing	
<p>Takes responsibility for self-care and managing work-life balance.</p>	<ul style="list-style-type: none"> • Demonstrates effective time management and prioritising of tasks • Is aware of, controls and expresses their own emotions appropriately • Recognises when support is needed • Accepts responsibility for their own actions and outcomes • Is aware of the importance of self-care
Safety and Risk Management	
<p>Takes responsibility for personal actions and reports safety and compliance concerns.</p>	<ul style="list-style-type: none"> • Remains vigilant in ensuring a safe working environment for self and others • Is aware of risk and takes action to prevent problems • Reports hazards, incidents (including near misses) and compliance concerns in a timely way • Understands the importance of honesty and transparency • Avoids and discloses conflicts of interest and guards against the misuse of council resources and assets • Complies with policies and procedures

ATTACHMENT 2

INHERENT REQUIREMENTS OF THE JOB

Wodonga Council will provide reasonable adjustments to assist a person with a disability to perform these inherent requirements of the job.

FREQUENCY	% OF WORK DAY / TASK
Rare (R)	0-5%
Occasional (O)	6-33%
Frequent (F)	34-66%
Constant (C)	67-100%

TASK	DESCRIPTION	INHERENT REQUIREMENTS	DEMAND	FREQUENCY			
				R	O	F	C
Various duties relating to financial statutory reporting and accounting.	Providing financial accounting services to the organisation	<ul style="list-style-type: none"> Liaison with staff of all levels Liaison with external stakeholders and the general public Phone use Computer use Data entry and interpretation Use of multiple online systems Photocopier use Time management Handwriting notes Attending and facilitating meetings Policy development and review Driving company vehicles Supervision of others 	Sitting				X
			Standing		X		
			Walking			X	
			Lifting < 15kgs		X		
			Carrying		X		
			Pushing	X			
			Pulling	X			
			Climbing	X			
			Bending		X		
			Twisting	X			
			Squatting	X			
			Kneeling	X			
			Reaching		X		
			Fine motor				X
			Neck postures				X
			Accepting instructions			X	
			Providing instructions			X	
			Sustained concentration				X
			Decision making			X	
			Problem solving			X	
			Supervision of others	X			
			Interaction with others		X		
			Exposure to confrontation		X		
Respond to change			X				
Prioritisation				X			