

Employment Information Package



Team Leader Receivables

Position number: POS1583

Enquiries:

***Position enquires must be submitted by Monday 23 December, 2024**

Name: Samuel Kelty

Position: Manager Finance

Phone: 03 6323 3153

Email: Samuel.kelty@launceston.tas.gov.au

Application closing date: 3PM, SUNDAY 5 JANUARY, 2025



City of
LAUNCESTON

Town Hall, 18-28 St John Street Launceston

T 03 6323 3000

E contactus@launceston.tas.gov.au

www.launceston.tas.gov.au

Contents

Introduction	3
City of Launceston Organisational Directory	4
Organisational Values	5
Information for Applicants	6
Recruitment Steps	7
General Conditions of Employment	8
Position Description	9



Address all correspondence to:
Manager People and Culture
City of Launceston
PO Box 396
LAUNCESTON TAS 7250
Email address: contactus@launceston.tas.gov.au

When emailing your application, attachments should be sent in either Word (.doc/.docx), PDF (.pdf), TIFF (.tiff), JPEG (.jpg) or Excel (.xls/xlsx) formats.



Introduction

Launceston is the regional hub of Northern Tasmania and enjoys a rich natural and social history. Located at the head of the picturesque Tamar Valley, the Launceston region is renowned for its award-winning wines, gourmet dining experiences, magnificent natural features and friendly residents. Our city is human scale. A series of green and wild spaces linked by heritage streetscapes and thoughtful adaptations. A real blend of old-world and new, tradition and innovation.

The City of Launceston municipal area covers an area of 1,405 square kilometres with a population of around 71,000 residents.

The City of Launceston is Tasmania's largest municipal council in terms of population and revenue. Launceston boasts all the major facilities of a much larger city, many of which are owned and operated by the City of Launceston.

The City of Launceston is served by 12 Councillors, including the Mayor and Deputy Mayor.

Click [here](#) to view City of Launceston's strategic and annual reporting.

City of Launceston organisational chart

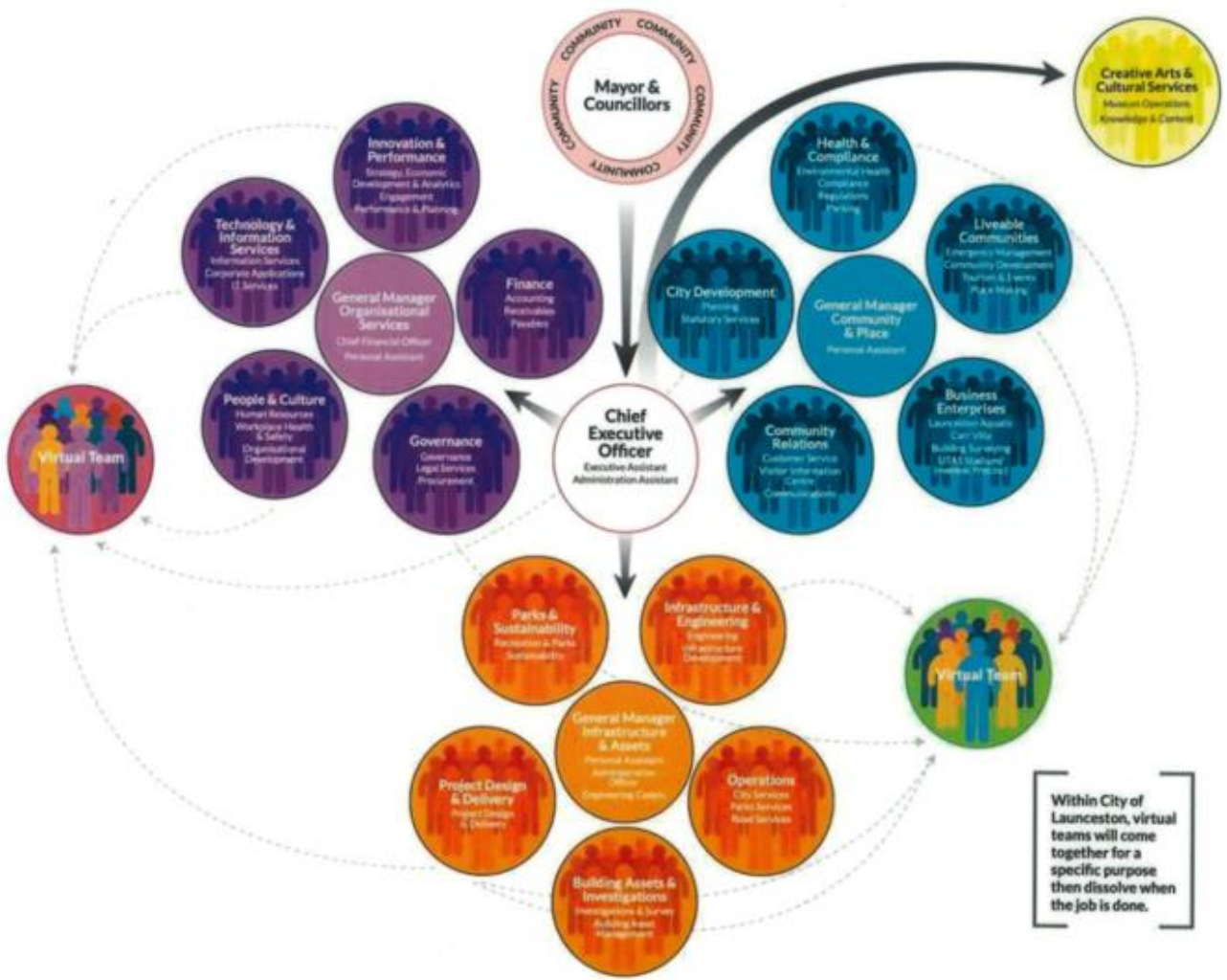
The City of Launceston is recognised as an Employer of Choice by the Tasmanian Government.

An Employer of Choice is a workplace that demonstrates contemporary workplace practices and provides outstanding support for its staff.

The Council employs around 570 employees across a range of responsibilities.



At City of Launceston we are an agile organisation, with teams being more empowered and self-managing



Organisational values

At the heart of our organisation are our four organisational values. Our employees are expected to adhere to, support and promote our values at all times.

Our aim is to attract and retain people who share our values and want to be a part of our positive workplace culture. Before submitting your application please review our values and decide if they are a good fit for you.



OUR PEOPLE MATTER

- We value clear and open communication
- We support and encourage each other
- We respect diversity
- We recognise individual needs, experience and strengths



WE CARE ABOUT OUR COMMUNITY

- We take pride in our work and pursue a standard of excellence
- We genuinely listen, and value collaborative relationships
- We strive towards the best outcome for our community
- We make responsible and sustainable decisions



WE BRING AN OPEN MIND

- We actively seek opportunities to continuously improve
- We respect and explore different ideas and perspectives
- We embrace change that leads to positive outcomes
- We value innovation and creativity



WE GO HOME SAFE AND WELL

- We show care for people and look out for one another
- We speak up and support others to be healthy and safe
- We take personal responsibility for our own health and wellbeing
- We value work-life fit

Information for applicants

City of Launceston is an equal opportunity employer. Our workforce is diverse, inclusive, flexible and family-friendly.

We value the different backgrounds, skills and contributions of all employees and treat each other and our community with respect.

We want opportunities at City of Launceston to be accessible and attainable to all candidates. If you are interested in this role but have concerns about your suitability, please talk to us before submitting your application.

Please read this information carefully, as it will help you with the preparation of your employment application.

When applying for this position, you must provide the following documentation:

1. Covering letter
2. Statement addressing the selection criteria (**highlighted criteria only**)
3. Resume

The online Application for Employment can be [accessed here](#) (you will be asked to attach your supporting documentation)

1. Your covering letter should introduce you and explain why you are applying for the role.
2. All recruitment and selection decisions are based on merit. The most suitable person in terms of skills, knowledge, qualifications, relevant experience, alignment with organisational values and work attitudes is selected for the position. Selection is based on the assessment of each application in relation to the selection criteria identified in the position description. The position description is included later in this information kit.

The selection criteria consists of the qualifications, knowledge, skills, attitudes and abilities required to successfully perform the role. You must provide a statement that addresses each highlighted selection criterion for the role. Your statement should include examples that demonstrate how you meet each criterion.

Please see information here on how to address the [Selection Criteria](#).

3. Your resume should provide details of your qualifications, work history, special skills, training and competency details and referees, plus any other information that may support your application. Be clear and informative. Include the names, position titles, addresses and telephone numbers of at least two work referees.

If we can assist you with any reasonable adjustments in order to submit your application for this role, please contact the People and Culture Team via email at contactus@launceston.tas.gov.au, noting your preferred method of communication and contact details and a member of the team will be in touch.

Recruitment steps

1. **Application received**
2. **Shortlisting**
 - Shortlisted applicants will be contacted by telephone or email to arrange an interview.
 - Unsuccessful candidates will be advised by email.
3. **Interview**
4. **Pre-Employment Checks:**
 - Reference Check
 - Police Check
 - Medical Assessment
 - Drug and Alcohol screening

All costs covered by City of Launceston
5. Suitability determination and preferred candidate identified
6. Letter of Offer

Employee benefits

- Our employees have access to discounted health insurance options through St Luke's Health and BUPA.
- Employees have access to a free EAP service, which provides support and counselling for personal and work related issues, coaching and advice for leaders and counselling assistance for immediate family members.
- We are committed to providing a working environment that is sufficiently flexible to meet the operational requirement and workload demands of the City of Launceston while accommodating, where possible, the needs of our employees.
- Discounted membership at Launceston Aquatic.
- Discounts at the Museum Gift shop.
- Additional leave: employees may request to purchase an additional two or four week's additional leave per year to help manage family/carer responsibilities or other special circumstances.

General conditions of employment

Position title	Team Leader Receivables
Employment terms	Full Time
Working pattern	19 Day Month
Total remuneration	\$108,944 - \$123,996* <i>*Total remuneration includes superannuation, as detailed below</i>
	Base salary \$94,528 - \$107,589
Superannuation	Employer contribution of 15.25%

- **Annual leave:** employees are entitled to 4 weeks (pro-rata for part-time employees) annual leave per year, plus leave loading.
- **Personal leave (for sick and carer's leave):** employees are entitled to two weeks (pro-rata for part-time employees) personal leave per year, if they are unable to attend work due to personal illness/injury or to provide care for a spouse/partner or immediate family member.
- **Paid parental leave:** employees are entitled to fourteen weeks paid (or twenty eight weeks at half-pay) parental/adoption leave for the primary carer; two weeks paid leave for the secondary carer.
- **Long Service Leave:** Long service leave applies after 7 years continuous service.

The City of Launceston Enterprise Agreement 2021 is available [here](#)

The City of Launceston Leisure and Aquatic Centre Enterprise Agreement 2022 is available [here](#)

Position Description

Position Description Form - Team Leader

PF NUMBER:	PF0	POS NUMBER:	POS1583
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POSITION TITLE:	Team Leader Receivables
AWARD CLASSIFICATION:	Grade 6
EMPLOYEE:	Vacant
TEAM:	Finance
NETWORK:	Organisational Services
REPORTS TO:	Manager Finance
PREPARED BY:	Sam Kelty
DATE:	November 2024

APPROVED BY:	
NAME:	Nathan Williams
POSITION:	Acting General Manager Organisational Services
SIGNATURE:	

POSITION PURPOSE (Why does this position exist)

This role leads and coordinates the Receivables Team to perform the essential Rating and Sundry Debtor functions, including raising and collecting approximately \$80,000,000 each year

The Team Leader Receivables provides expert advice to the organisation on rating and other property debt matters and supports the receivables team to ensure income from rating revenue and sundry debtors is accurately and efficiently captured, recorded, collected and managed.

The role is responsible for the development and coaching of the Receivables Team to ensure the team can perform these functions, by developing the capacity of individual team members and the team as a whole.

The Team Leader Receivables provides advice and input into the proposed rating structure, including modelling possible scenarios and oversees the implementation of the adopted annual rating structure and the associated processes required, including annual and instalment correspondence. As well as overseeing the regular and ad hoc raising of sundry debtors.

In addition this role is responsible for the regular review and implementation of policies relevant to the receivables area, including formulating and implementing new policies and driving the continuous improvement of existing processes.

City of Launceston is a values-based organisation, which means that we employ people who share and display our values



Our people matter

- we value clear and open communication
- we support and encourage each other
- we respect diversity
- we recognise individual needs, experience and strengths



We care about our community

- we take pride in our work and pursue a standard of excellence
- we genuinely listen, and value collaborative relationships
- we strive towards the best outcome for our community
- we make responsible and sustainable decisions



We bring an open mind

- we actively seek opportunities to continuously improve
- we respect and explore different ideas and perspectives
- we embrace change that leads to positive outcomes
- we value innovation and creativity



We go home safe and well

- we show care for people and look out for one another
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- we take personal responsibility for our own health and wellbeing
- we value work-life fit

Accountabilities	Activities/Tasks include:	Success looks like ...
Leadership		
City of Launceston's Values	Behave in a way that supports the City of Launceston's values. <ul style="list-style-type: none"> • Our people matter • We care about our community • We bring an open mind • We go home safe and well 	Demonstrates, through behaviour, an alignment to and an understanding of our values
People Leadership	Engage and motivate staff, develop capability and potential in others and role model a safe and constructive culture, in line with our agreed values. Communicate organisational goals, priorities and vision and recognise achievements. Communicate clearly and respectfully, listen and encourage input from others. Create an environment where our workforce adapts and responds to changing needs. Achieve results through efficient use of resources and a commitment to quality outcomes	Roles and responsibilities are clearly defined and understood. Clear performance standards and goals are set and monitored. Regular, clear and constructive two-way feedback is provided and received. Learning and developing opportunities are made available. A supportive and well-performing team environment is maintained.
Resource Management - financial, equipment, technology	Manage budget and procurement processes within authorisations and policy requirements and demonstrate financial responsibility. Use, allocate and maintain plant and equipment appropriately. Use technology and information to maximise efficiency and effectiveness.	Budgets are monitored and accurately maintained. Plant and equipment is fit for purpose. New and existing technologies are utilised effectively.
Service Planning & Delivery	Plan and prioritise work in line with organisational goals and adjust to changing priorities. Think, analyse and consider the broader context to develop practical solutions to solve problems. Encourage and suggest new ideas and demonstrate a commitment to continuous improvement. Achieve results through efficient use of resources and a commitment to quality outcomes. Commit to delivering community focused services in line with strategic goals.	The team is clear on their priorities. Work practices are continually reviewed and improved. Outcomes are reviewed, with successes recognised and mistakes becoming a learning opportunity. Customers are responded to and feedback is sought.

Accountabilities	Activities/Tasks include:	Success looks like ...
Safety & Risk Management	Ensure safety and risk management practices form part of all work activities. Ensure the Safety Circle learnings are practiced and encouraged.	Safety and risk considerations are reflected in work activities
Collaborate	Work collaboratively within your team and across networks. Support delivery of the Network's strategic and annual plan actions. Work with horizontal teams as relevant to technical role accountabilities.	Team meetings that encourage input from team members Collaborative opportunities are sought across Networks
Innovation	Encourage and be proactive in developing a culture of introducing new and improved work practices and projects within your team and your network.	Improved work practices and projects.
Technical		
Municipal Rating	Provides advice and input into the annual rating structure, including modelling possible scenarios. Implementation of adopted rating structure. Coordination of annual rating including notice distribution. Monitoring and reporting of outstanding balances. Assess, process and report rating remission applications in line with policies. Review and ensure relevance of Rating related policies and procedures	Annual Rate Levy completed by agreed deadlines Notices processed by statutory deadlines Arrears reports provided monthly, any concerns highlighted Remissions assessed and advised to customer in timely fashion
Property Debt System	Oversee the accurate maintenance of name and property records, including charge details. Ensure accurate and timely processing of property record changes. Oversee penalty and interest processing. Coordinate system update and testing.	Property records are accurate Charges raised within agreed timeframes
Sundry Debtors System	Oversee raising of sundry debtors. Ensure reconciliation of debtor control accounts. Provide advice regarding revenue recognition and recording of income from sundry debtors. Coordinate system update and testing. Review and ensure relevance of debtor related policies and procedures	Control accounts are reviewed Queries are addressed promptly
Debt Recovery	Ensure sundry and rates debtors are actively monitored and reported. Oversee appropriate collection processes are undertaken.	Arrears reports provided monthly, any concerns highlighted Ageing is appropriate

Accountabilities	Activities/Tasks include:	Success looks like ...
	Coordinate referral and lodgement for overdue debtors with external collection agencies in line with relevant policies. Make recommendations regarding debtor write off as appropriate. Coordinate rate recovery sale process.	Debts are referred for collection in line with policies
Enquiry and complaints	Ensure queries are answered in an efficient and courteous manner. Resolve complex queries and complaints regarding rates and debtors.	Timely and appropriate response provided
Work Safely with a Duty of Care for fellow employees and ensure procedural compliance	Perform all work in a safe manner in accordance with the City of Launceston's Occupational Health and Safety Policy and Procedures While at work, a worker must – (a) take reasonable care for his or her own health and safety; and (b) take reasonable care that his or her acts or omissions do not adversely affect the health and safety of other persons; and (c) comply, so far as the worker is reasonably able, with any reasonable instruction that is given by the person conducting the business or undertaking to allow the person to comply with this Act; and (d) cooperate with any reasonable policy or procedure of the person conducting the business or undertaking relating to health or safety at the workplace that has been notified to workers. (Section 28 Work Health & Safety Act 2012)	
Note: Whilst the key functions and responsibilities for the role are set out above, an employee may be directed to carry out such duties or tasks that are within the limits of the employee's skill, competence and training.		

WORKING WITH VULNERABLE PEOPLE CHECK	
	Yes/No
Working with Vulnerable People Check required?	Yes
<i>If yes, include in Selection Criteria table below</i>	

SELECTION CRITERIA	
POSITION REQUIREMENTS/COMPETENCIES	
Organisational	
<ul style="list-style-type: none"> Community Focussed: considers community/customers in decision making Communicate and Engage: demonstrates self-awareness & encourages open discussions & contributions from others Create and Innovate: displays initiative & considers different ideas and perspectives Safety Focussed: takes responsibility for own and team's health, well-being and self-care 	
Position Specific	
<ul style="list-style-type: none"> Manage & Develop People: Lead, mentor and develop team members to achieve required skills and to work efficiently Financial Management: manages financial resources responsibly Inspire Direction & Purpose: generates support and commitment to team and organisational goals Work Collaboratively: works collaboratively within own team and across Networks Assess and analyse data and prepare reports. Excellent verbal and written communication skills, including well developed negotiation skills, to enable effective communication with all levels of employees and external contacts. 	
QUALIFICATIONS AND EXPERIENCE	
<ul style="list-style-type: none"> Experience in an office administrative or clerical role including debt management, preferably with property transactions or local government experience. 	

REPORTING STRUCTURE	
Manager	Manager Finance
Direct Reports	5

KEY RELATIONSHIPS (External and Internal Customers, Supplier, Colleagues, etc)	
Internal	Nature of Relationships
IT and Data Management	Property records and queries
City Development	Supplementary valuation data
Leaders	Raise revenue invoices as requested Support the use of Property and Rating
Customer Service	Referring and resolving customer queries
External	Nature of Relationships
Valuers	Valuation requests
Customers	Rating and debtor enquiries
Lawyers and real estate agents	Rating and accounts receivable enquiries

DELEGATIONS & AUTHORISATIONS (Local Government Act, By-Laws etc)	
Purchasing Approvals	Limit \$20,000

Confidentiality

Staff are

- a) Able to access; or
- b) May be exposed in the course of performing their duties to information that may be related to individuals, organisations or the general dealings of the City of Launceston. Some of this information will be of a sensitive nature – either within or external to the organisation.

By accepting this position the employee undertakes:

- a) To keep all information that they are exposed to confidential during and after their period of employment with City of Launceston. Information should never be disclosed outside of the organisation and only be disclosed to other employees if there is a need within the context of the task being performed.
- b) To not access any information within the organisation's systems that is not directly relevant to their work.
- c) To abide by the requirements of the Confidentiality and Privacy clause of the relevant Enterprise Agreement.

OTHER RELEVANT INFORMATION
<p>Expectations of a Team Leader</p> <ul style="list-style-type: none">• Develops self-care plans to enhance their own health and well-being, manage stress and maintain professionalism;• Seeks and accepts challenging assignments and other development opportunities;• Seeks feedback broadly and asks others for help with own development areas;• Translates feedback into an opportunity to develop;• Demonstrates relevant leadership capabilities; and• Actively participates in development opportunities.

I agree to perform the duties detailed in this position description in a manner consistent with the Organisation's Values:	
Employee's Signature:	Date:



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