Senior Rates Officer

Financial Transactions, Finance

Reports to: Rates Team Lead

Location: 30 Laings Road, Lower Hutt

Date: October 2026

Purpose of the role:

To provide specialist support for accurate and timely rates administration, revenue collection and resolution of complex customer matters. Apply sound judgement to support effective debt management and credit control, while maintaining reliable records, effective financial controls and a responsive service to the community.

Our purpose

Ko tō tātou he wāhi whai hua ki hōna tāngata - Our city where everyone thrives

At Hutt City Council we are committed to working together to create a connected, resilient and inclusive city of Lower Hutt Te Awakairangi, where all our people thrive.

As connectors, creators and leaders, we are supporting our neighbourhoods to become the architects of their future. Knowing that the work you do is meaningful and making a difference for generations to come is a great feeling.

Hutt City Council is a place you'll feel proud to be part of.

Our values



Manaakitanga *Show you care*
We are helpful, compassionate, do good and willingly give our attention.



Kotahitanga *Be Connected*
We seek and appreciate different perspectives, communicate effectively, share our knowledge and skills, and make valuable contributions that our colleagues appreciate.



Rangatiratanga *Have Courage*
We are ambitious, we explore new things, we do the right thing even if it's hard and we deal with issues directly and positively.

Our core capabilities

Our Capability Framework provides a common understanding of the capabilities, behaviours and ways of working needed to contribute to council's success. Our core capabilities are;

Toa Taumata Rau
Work as One Council

He Tātai Muka
People & Performance Focus

He Rangi tā Matawhānui
Open & Adaptable

Te Ringa Tōhau Nui
Business sense

Kāpuia Te Kākaho
Customer & Community Focus

Te Pae Tawhiti
Future Aware

Within each capability are the skills, knowledge, and behaviours that are expected to be demonstrated, depending on the level of the role.

You can find the full capability framework at **careers.huttcity.govt.nz/home**

The level of capability required for this role is:

☒ Foundational ☐ Intermediate ☐ Advanced

About the role

Rates and Revenue Administration	Manage complex and non-routine rates and revenue matters, including customer enquiries, payment discrepancies, disputes and property-related changes. Apply sound judgement when assessing rates adjustments, remissions, rebates, refunds and exceptions within delegated authority and policy limits. Support accurate and timely rates administration, including the integrity of property and customer records, payment processing and reconciliations. Ensure rates and revenue activities comply with relevant legislation, Council policies and financial controls.
Revenue Assurance and Credit Control	Analyse rates and revenue information to identify and resolve discrepancies, errors and emerging issues. Support the consistent application of rates policies, remissions and financial controls. Undertake credit control activities across rates and other Council receivables as required, including following up overdue accounts, negotiating and monitoring payment arrangements and supporting appropriate debt recovery processes. Contribute to quality assurance, reporting and improvements that support accurate revenue collection and minimise financial risk.
Operational and Technical Support	Provide day-to-day technical guidance and support to Rates Officers and other colleagues as appropriate. Support the Rates Team Leader with issue resolution, maintaining service continuity and managing operational priorities. Share specialist knowledge across rates administration and credit control activities, supporting greater flexibility and consistency in how work is delivered.
Customer Service and Complex Issue Resolution	Manage complex and sensitive customer enquiries, complaints and disputes, ensuring matters are handled fairly, professionally and in a timely manner. Use sound judgement, empathy and effective communication skills to manage challenging customer

	interactions, de-escalate conflict and work towards appropriate resolutions. Provide clear, accurate advice on rates, payment obligations and available options, including supporting customers experiencing financial hardship. Work with internal teams and external stakeholders to resolve complex matters, escalating issues where appropriate.
Leadership of Self	Seek to understand how your work contributes to our organisational priorities. Role model Council's culture, values and core capabilities. Proactively look for ways to support our people to be and do their best. Take a 'one council' approach to teamwork. Have awareness of Te Tiriti o Waitangi and how this applies in a Local Government context. Demonstrate and promote the use of reo Māori and other languages and customs in all that you do.
Planning	Understand and contribute to team short term and long-term strategies and plans.
Customer experience	Contribute towards providing positive internal and external customer experiences.
Stakeholder engagement	Build and develop effective relationships, proactively engaging with others in a positive manner.
Navigating change	Be open to changes in the way we work, the tools we use, the way we structure ourselves and the mahi we do in order to continue to meet Council and Community needs. Ask questions and participate positively during times of change, supporting others to do the same.
Continuous Improvement	Collaborate across team, council and with our partners to explore opportunities for continuous improvement. Champion new and innovative ways of thinking. Identify, recommend and aid in the implementation of improvements to existing systems and procedures.

Financial acumen	Protect council's reputation by following policies and making good choices on how to use council owned equipment, vehicles and office supplies.
Risk management	Identify risks and hazards and escalate appropriately.
Emergency Management	Actively contribute to and participate in any training, hazard identification and/or risk management and emergency response activities relevant to the role ie: floods, slips and other weather or natural event preparedness.
Health, safety and wellbeing	Actively participate in health and safety activities to create a safety culture based on continuous improvement. Participate in wellbeing activities. Prioritise health, safety and wellbeing to ensure we have the appropriate resources, skills and support for staff to work safely. You are familiar with our H&S Manuals, Policies and Process and agree to abide by them.

About you

Essential	Experience in rates administration, revenue collection, credit control or a related financial services environment. Ability to interpret and apply relevant legislation, policies and procedures. Experience resolving complex customer enquiries and financial discrepancies. Excellent communication skills both written and verbal. Ability to negotiate use initiative, tact and discretion. An intermediate working knowledge of Word & Excel. Be able to use tact and discretion. Good time management and ability to self-manage
Desired	Previous local government experience. Knowledge of rating legislation.

Key relationships and delegations

Number of people reporting you	Number
Total number of people within your delegation	Number
Operating budget	$0
Capital budget	$0
Core partnerships	**Internal:** Credit Control Officer, Rates Officers, other finance staff **External:** Rate Payers, Mortgagees, Banks, Lawyers

Being a Public Servant in Local Government

The purpose of local government is to enable democratic local decision-making and action by, and on behalf of, communities; and to promote the social, economic, environmental and cultural well-being of communities in the present and for the future.

By choosing to work at Hutt City Council, you're making a commitment to abide by the Local Government Act 2002 and subsequent Amendment Act 2010. For more information on these acts please visit: www.legislation.govt.nz and localcouncils.govt.nz

Te Tiriti o Waitangi

Council affirms Te Tiriti o Waitangi as the founding document of Aotearoa and is committed to ensuring Te Tiriti Principles of partnership, protection and participation underpin activities pursuant to the purpose and objectives of Council as they relate to our working environment.

The responsibilities in this role description may change over time due to the nature of our work and to ensure we continue to meet the needs of our community. You may also be required to perform additional duties from time to time. No significant changes to this role description will be made without consultation and agreement by you.