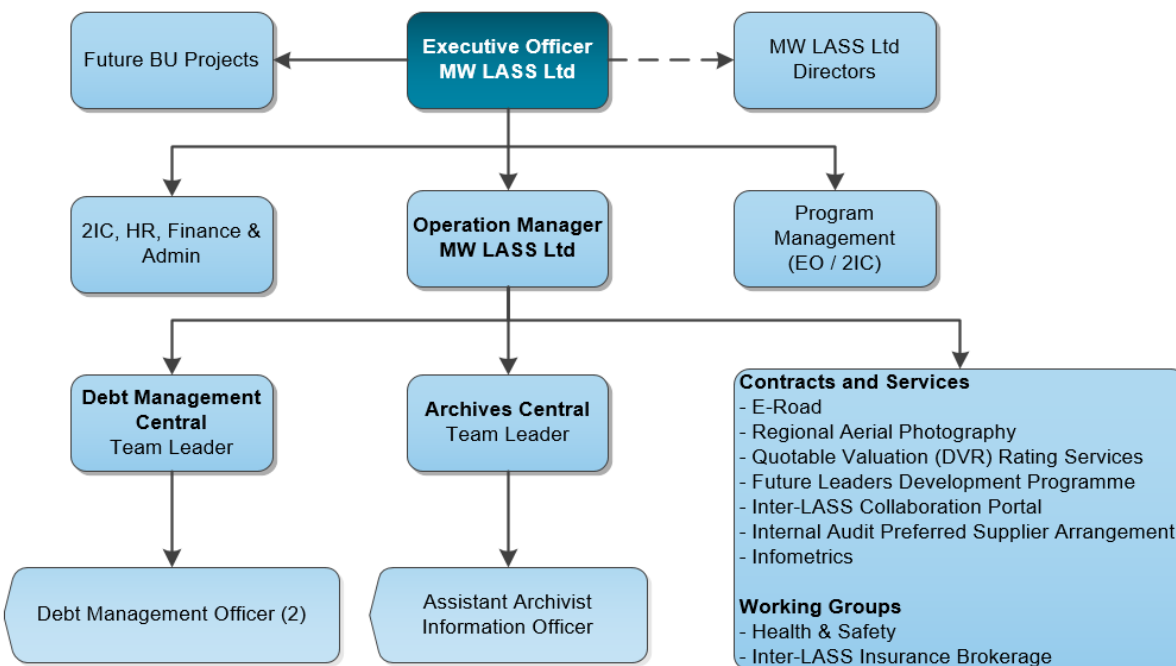


Job Description

Job title	Debt Management Team Leader
Responsible to	Operations Manager (MW LASS)
Responsible for	Direct reports (currently 2 staff)
Statutory Appointment	s249 Local Government Act 2002 to represent local authorities in all proceedings in the District Court or before any Justice or Community Magistrate.
Job purpose	Provide leadership and operational management for Debt Management Central as part of MWLASS. Oversight of, and being accountable for, day-to-day debt collection activities and implementation of strategic collection development.
Salary	\$79,830 (85%) - \$93,918 (100%)
Last reviewed	16 February 2022

MW LASS Organisational Chart



KEY CONTACTS

- Internal: Operations Manager, MW LASS
 Staff and Management for all councils (currently 25 across NZ)
 Debt Management Technical Group
 Human Resources Manager at lead Council
- External: External legal advice as required
 Debtors
 Court Registrar's

KEY RESPONSIBILITIES

Ensure Best Practice Debt Collection Process

- Research best practice throughout NZ Local Government and from other sectors;
- Develop a common best practise set of procedures and an internal processes to ensure best practise debt collection is undertaken;
- Ensure alignment with legislation and SOLGM's guidance;
- Programme a regular review timetable (possibly annually) to review and update the policies and procedures; and
- Define how the central debt collection operation will function.

Measuring Success

- Define appropriate success measures / Key Performance Indicators for measuring performance of debt collection function;
- Provide regular reports to member councils on progress;
- Develop benchmarks against Local Government best practice; and
- Continuous improvement,
- Continually look for opportunities to grow the business and shared services
- Able to provide strategic advice to EO
- Able to operate the business and make decisions given limited supervision

Undertake Debt Collection

- Proactively undertake debt collection in a legally compliant, professional and timely manner, being aware that there are political aspects to rates;
- Record all debt collection activity and maintain records to ensure accurate reporting is available provided to council(s);
- Assist member councils to cleanse their rating database as unpaid rates could be due to inappropriate rating;
- Decide next most appropriate enforcement step and provide recommendations to council;
- Investigated potential abandoned land and file proceedings when appropriate; and
- Ensure all Court documentation is prepared in accordance with relevant rules and of a professional standard.

Relationship Management

- Liaise with solicitors, mortgagees and other interested parties;
- Attend court / disputes tribunal if and when required; and
- Manage any questions or complaints and investigate any issues.

Project management

- Promote Debt Management Central (DMC) to local authorities the benefits of engaging DMC to collect their debt and increase the number of council that utilise the service;
- Establish priorities, approach and plans for implementation;
- Coordinate resources;
- Monitor and report on progress to MW LASS Operations Manager; and,
- Communicate requirements, progress and other messages as required.

Staff management

- Delegate, allocate and manage work flow volumes;
- Manage direct reports;
- Handle performance management of staff;
- Work with staff to develop, monitor and review work performance;
- Develop training needs for staff; and,
- Provide coaching and mentoring to team members.

Please note: The job description is not intended to be a complete list of duties but is a guide to the job. Employees may be asked to do tasks outside of this description to respond to developing work and organisational requirements. Annual KRA's will be set as part of a performance development and review process and these may be in addition to the tasks in this job description.

PERSON SPECIFICATION

Qualifications/experience

- Relevant tertiary qualification in operation/ business management or relevant experience
- Proven experience in modern staff management practises
- Ideally significant experience debt collection, particularly in Rates Collection as well as other Council debt
- Strong understanding of legal processes to collect outstanding debt
- Ability to solve problems and lead sound decisions
- Plan and prioritise team responsibilities

Knowledge, skills

- Knowledge of local government or experience working within a regulatory environment
- Collaborative relationship building and relationship management
- Proven success in Debt Collection
- Ideally an in depth knowledge of the Local Government (Rating) Act 2002
- Advanced Microsoft Office knowledge

Key Job Competencies

- Local Government knowledge
- Project Management
- Must be capable of working in a mobile type of environment as required. Travel can be minimised with use of modern technologies
- Teamwork and customer service
- Communication (verbal and written)
- Flexibility and initiative
- Organising for results
- Leadership
- Developing and managing performance
- Understand Health and Wellbeing in the workplace

PERSONAL ATTRIBUTES

- Self-starter
- Ability to relate to a wide range of people
- Excellent Leadership skills required to lead a diverse and technical team
- Team player
- Strategic thinker able to lead and coach strategic planning sessions with the team
- Able to operate effectively under pressure
- Logical and analytical
- Highly organised
- Able to work effectively without supervision
- Expertise in the leading, coaching, motivating and development of team members
- Excellent report writing skills and attention to detail
- Excellent communication and negotiation skills
- Flexible approach, “can do” attitude

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 – including technological requirements or statutory changes. Such change may be initiated as necessary by the manager of this position or by People and Capability. This Job Description may be reviewed as part of the preparation for performance planning for the annual performance cycle.

Manager _____ Date _____

Position Holder _____ Date _____