

Position Title	Valuations & Rating Administration Officer
Directorate	Chief Financial Office
Department	Financial Services
Team	Property Revenue
Classification	Band 4
Date	June 2026
Reports to:	Rates & Revenue Coordinator
Supervises:	Nil
Internal Liaison:	All Council employees
External Liaison:	Council ratepayers, Public, Council's suppliers, Govt agencies, counterparts in other Councils

Position Objectives

Your primary purpose in this position is to:

- Ensure compliance with relevant legislation, including the Local Government Act 1989, Local Government Act 2020, and Valuation of Land Act 1960, as well as Council policies, procedures, practices, and systems relating to Property Revenue functions.
- Assist in maintaining accurate and up-to-date property information within the Property & Rating database to support the General Valuation process.
- Process and manage information relating to building approvals, subdivided properties, and sales data for the purpose of Supplementary Valuations.
- Process and maintain Council's Property & Rating database to ensure new subdivisions and property tenancies are correctly recorded.
- Review, allocate, and maintain street numbering for properties within the City of Greater Dandenong in accordance with relevant guidelines.
- Provide general administrative support and assist with the day-to-day operations of the Property Revenue Team.

Key Selection Criteria

You need these essential qualifications (or experience), knowledge and skills to carry out this position

- Completion of a post-secondary qualification below Diploma or Degree or knowledge and skills gained through on-the-job training commensurate with the requirements of the work at this Band.
- Basic understanding of relevant legislation, including the Valuation of Land Act 1960 and Local Government Acts, with the ability to apply procedures and guidelines under supervision.
- Demonstrated experience in an administrative role within a property, rates, valuation, or local government environment, or the ability to quickly develop this capability.
- Working knowledge of property-related processes such as supplementary valuations, subdivisions, building approvals, and street numbering, or a strong aptitude to learn these functions.
- Well-developed written communication skills to prepare routine correspondence and reports.

As part of the Key Selection Criteria, you must hold and supply these licences, registrations, certificates, etc., prior to offer of employment and commencement and continue to maintain them throughout your employment in this role with Council:

- ☒ satisfactory (and ongoing) Working with Children's Check (Employee Check)
- ☒ satisfactory (and ongoing) Police Check

Position Specific Responsibilities & Skills

In this position, you are responsible for:

Property Valuation Administration	- Assist in maintaining property records where these are affected by building approvals, town planning permits, sale of properties and subdivisions. - Assist in the administrative process for supplementary valuations and valuation objections. - Interpreting plans of subdivision, site plans, and building approvals to support accurate property creations and address allocation. - Process all subdivision and tenancy changes to the Property & Rating database to ensure Council's records recognise all current properties. - Update and maintain title information of property records when required.
Street Numbering	- Ensure that properties within the Greater Dandenong City Council are assigned a street number compliant with the Australian and New Zealand Rural and Urban Addressing Standards. - Notify all relevant authorities of street numbers which are assigned or amended within the City of Greater Dandenong. - Provide advice and recommendations to property owners on street numbering processes. - Willingness to liaise with internal stakeholders (e.g. planning, GIS, building services) to resolve addressing matters.
Planning & maintenance of systems and procedures	- Identify opportunities for procedural improvements which seek to maximise the efficiency and effectiveness of Property Revenue administration, - Ensure that all rates debtor information is contained in Council's Property and Rating database and is efficiently and effectively maintained. - Contribute to the review and improvement of Property Revenue policies, procedures, and operating systems to ensure the most up to date service is provided to the ratepayers of Greater Dandenong City Council. - Work collaboratively with Valuations, Property, Customer Service, Finance, and Governance teams to resolve complex rating and valuation issues.
Communication and Customer Service	- Promote a positive image of the Council to members of the public through practice and promotion of Council's Access and Equity principles. - Provide timely and accurate information and advice to management and staff regarding rating and valuation matters. - Maintain and enhance service delivery to ratepayers and other external customers to required standards. - Contact ratepayers via phone, written correspondence, and face-to-face interactions to discuss valuation and street numbering concerns as they arise in a respectable and professional manner. - Provide clear explanations regarding valuations, rates balances, interest charges, and payment options. - Ability to liaise with planners, surveyors, GIS teams, and other internal stakeholders in relation to valuation and addressing matters.

Core Organisational Capabilities

We have a Core Capability framework to help everyone succeed and develop for their current and future positions. The relevant capabilities for this position are at the back.

REACH Values

Our REACH values define who we are and how we interact with others. They define how each of us should aim to operate in the workplace regardless of the role we hold. Our REACH values are at the back.

Child Safe Organisation

Greater Dandenong City Council has zero tolerance of child abuse and is committed to creating and maintaining a child safe and child friendly City where all children are valued and protected from abuse.

Organisational Responsibilities

Everyone at Council has the following responsibilities and obligations:

Emergency Management	• Help Council fulfil its emergency management obligations by assisting in emergency management activities as required
Occupational Health and Safety	All employees have responsibilities to: • Take reasonable care of their own health and safety. • Take reasonable care that their acts do not adversely affect the health and safety of other persons or themselves. • Follow policy, procedure or instructions to ensure as far as is reasonably practicable a safe workplace. • Report all incidents, injuries and near misses to their supervisor immediately and adhere to Council's occupational health, safety and return to work (RTW) policies and procedures. • Participate in health and safety training programs and initiatives.
Child Safety	• Comply with the organisation's Child Safety and Wellbeing Policy, Child Safe Code of Conduct and all other Council Child Safe Policies & Procedures • Demonstrate a commitment to child safety, equity, inclusion, and cultural safety, in line with Council policies and the Victorian Child Safe Standards. • Report any child safety concerns including breaches of Child Safe Code of Conduct in line with Council policies, the Reportable Conduct Scheme, and legal obligations.
Climate Change & Sustainability	• Help support Council's response to the climate emergency by helping facilitate a whole-of-organisation approach where climate change mitigation and adaptation is embedded into all Council services, assets, operational and decision-making processes.
Compliance	• Remain mindful of the requirements of the Victorian Charter of Human Rights at all times • Manage Council records in accordance with the relevant Council policies and corporate requirements to protect personal information. • Perform other duties as directed within the limits of acquired skills, knowledge, and training. • At all times, take responsibility for maintaining the strictest levels of confidentiality regarding ratepayers, customers, and employees. • At all times, comply with Council's Code of Conduct - Staff.
Diversity, inclusion and equity	• Demonstrate an understanding of and the ability to work with, diversity in the workplace, including: ○ zero tolerance of racism and expectations that staff will act on incidents of racism ○ supporting Aboriginal and Torres Strait Islander children to express their culture and enjoy their cultural rights.
Gender Equality	• Support Council's response to the prevention of violence against women and workplace sexual harassment, including by modelling acceptable behaviour, and reporting improper conduct in a timely manner.

Inherent requirements of the position

These are the essential requirements of this position:

Council has a Flexible Work Policy. All staff are required to attend the workplace for the minimum number of days specified in the Policy.

Working out of standard business hours

- ☒ Not required.
- ☐ This role may be subject to work related contact outside of normal business hours on an ad hoc, as needs basis. These hours will be subject to penalty or overtime rates.
- ☐ This role may be subject to work related contact outside of normal business hours. This position may require participation in an on-call, stand-by or availability roster. (Refer to 'Working out of hours' under position specific responsibilities.)

On a typical day, approximately this much time would be spent on the following activities:

Cognitive Requirements	Task details (typical tasks)	Frequency (% of the working day)			
		Rare/ Never <10%	Occasional 11 – 33%	Frequent 34 – 66%	Constant >66%
Working independently – ability to utilise autonomy with respect to the processes by which tasks are completed. Little to no autonomy with respect to the work allocated to them by the supervisor		☐	☐	☒	☐
Team based work – works in a team of people and not exposed to isolation		☐	☐	☒	☐
Communicating with others – Verbally		☐	☐	☐	☒
Communicating with others - Written		☐	☐	☐	☒
Focused Attention to task – high levels of attention required to minimise errors and ensure accuracy		☐	☐	☐	☒
Concentrating – high levels of concentration required while completing required tasks		☐	☐	☐	☒
Planning and sequencing tasks and activities		☐	☐	☐	☒
Decision making – required to exercise sound decision making while completing all aspects of the position		☐	☐	☒	☐
Problem solving – requirement to develop sound solutions to novel or unusual problems arising during the course of the day		☐	☐	☒	☐
Reasoning – required to exercise sound reasoning while completing all aspects of the position within defined scope		☐	☐	☐	☒
Judgement – required to exercise sound judgement while completing all aspects of the position within defined scope		☐	☐	☐	☒
Short and long-term memory recall – ready access to documented procedures or precedents to perform requirements of the position		☐	☐	☒	☐
Emotional resilience – exposure to stressful or distressing situations including meeting specified deadlines and production		☐	☒	☐	☐

Cognitive Requirements	Task details (typical tasks)	Frequency (% of the working day)			
		Rare/ Never <10%	Occasional 11 – 33%	Frequent 34 – 66%	Constant >66%
<i>demands, dealing with aggressive or upset customers/clients, high conflict situations, general workload demands, change beyond individual's personal control.</i>					
Interruptions – frequency of interruptions to daily work plans and requirement to change work plans at short notice		☐	☒	☐	☐

Physical Requirements

- ☐ This position requires more than 10% (on average) daily work rate of manual handling/physical exertion. [If this position requires ≥10% (on average) daily work rate of manual handling / physical exertion, a Task Analysis is then required to be established by an Occupational Therapist [OT] for further assessment (please contact the OHS Team for further information).] **Please contact the OHS Team or consult with the relevant subject matter expert in that area to determine. A tick is still required in the applicable box in each row in the below physical requirements table**
- ☐ This position requires a vision test
- ☐ This position requires a hearing test **(Required if Operations Centre outdoor worker or Home Maintenance Officer)**

Note: To determine % of manual handling / physical exertion on average per working day.

7.6 hour day = 456 minutes. 10% of 456 minutes = 45.6 minutes per day.

8.00 hour day = 480 minutes. 10% of 480 minutes = 48.0 minutes per day.

8.44 hour day = 506 minutes. 10% of 506 minutes = 50.6 minutes per day.

Physical Requirements	Task detail	Frequency (% of the working day)			
		Rare / Never <10%	Occasional 11 – 33%	Frequent 34 – 66%	Constant >66%
Mobility/Postures					
Sitting – stay in a seated position		☐	☐	☐	☒
Standing – standing in an upright position, moving less than 3 steps		☐	☒	☐	☐
Walking – In an upright position, moving more than 3 steps		☐	☒	☐	☐
Crawling – Move on the hands & knees or by dragging the body close to the ground		☒	☐	☐	☐
Non-manual handling					
Crouch/squat – To lower the body by bending forward from legs and spine, buttocks on or near the heels		☒	☐	☐	☐
Kneeling – To lower the body		☒	☐	☐	☐
Bending – To bend forward and down from the waist or the middle of the back, rounding the shoulders and back for more than 3 seconds		☒	☐	☐	☐
Reaching – Extending arms out in any direction		☐	☒	☐	☐
Twisting/trunk rotation – Rotating the body to one side or the other without moving the feet		☐	☒	☐	☐
Fine manipulation/pinch grip – Fingers are on one side of the object and		☒	☐	☐	☐

Physical Requirements	Task detail	Frequency (% of the working day)			
		Rare / Never <10%	Occasional 11 – 33%	Frequent 34 – 66%	Constant >66%
<i>thumb on the other, typically without the object touching the palm</i>					
Power/open hand grip – Using the whole hand to grasp an object, typically used to handle large or wide objects where the fingers are extended		☒	☐	☐	☐
Writing/typing		☐	☐	☐	☒
Climb ladders		☒	☐	☐	☐
Climb or descend stairs		☒	☐	☐	☐
Low level work – Performing manual handling actions at or near ground level		☒	☐	☐	☐
Manual Handling					
Lift/Carry/Hold – Raising or lowering an object from one level to another and holding/transporting the object using the hands, arms or on the shoulders		☒	☐	☐	☐
Pushing/Pulling – Applying force to move something away or closer to one's self, including static positions		☒	☐	☐	☐
Kilograms of force (kg.f) – Amount of force or effort required to perform a specific task or part of a task		☒	☐	☐	☐
Weight requirements – lift, carry, push, pull or hold					
1-5kg		☐	☒	☐	☐
5.1 – 10kg		☒	☐	☐	☐
10.1 – 15kg		☒	☐	☐	☐
15.1 – 20kg		☒	☐	☐	☐
Lift floor to hip		☒	☐	☐	☐
Lift waist to shoulder		☐	☒	☐	☐
Lift overhead		☒	☐	☐	☐
Pushing/pulling		☒	☐	☐	☐

Note: The intention of the position description is to provide an outline of scope and responsibilities, at a point in time. Please note, responsibilities may evolve in accordance with organisational needs.

Band descriptors (as defined in Council's Enterprise Agreement)

These descriptors help to classify the position:

Accountability and Extent of Authority

The position is directly held responsible for:

- Some positions in this Band are essentially doing jobs and are often the providers of information to clients and / or information and support to more senior employees. Some positions may also supervise resources including other employees and/or regulate clients.
- The freedom to act is limited by standards and procedures encompassed by the nature of the work assigned to the position from time to time. The work generally falls within specific guidelines within the Property Revenue unit, and Financial Services Department, but with scope to exercise discretion in the application of established standards and procedures.
- The effect of decisions and actions are usually limited to those within the Property Revenue Unit, and the tasks associated with clients, or to internal procedures and processes.

Judgement and Decision-Making Skills

Judgement and decision making is within the following scope:

- In these positions, the objectives of the work are well defined but the particular method, process or equipment to be used must be selected from a range of available alternatives.

- Guidance and advice are always available from the Senior Valuation Officer and Rates & Revenue Coordinator within the time available to make a choice.

Specialist Knowledge and Skills

The position requires the following essential skills and knowledge:

- An understanding of and ability to maximise the use of available technologies and systems to improve productivity and efficiency within the Property Revenue unit along with demonstrated ability to embrace new technology and processes and discuss and resolve basic issues with counterparts in other council units,
- An understanding of the function of the role within the Financial Services Team, including relevant policies, regulations, and precedents as well as an understanding of the goals of the Property Revenue unit and an appreciation of how this contributes to the goals of the wider organisation,
- Proficiency in the application of standardised procedures, practices, relevant Acts and Regulations and an understanding of relevant precedents and previous decisions relevant to the Property Revenue unit.

Management & Interpersonal skills

The essential position requirements include:

- Manage time, plan, and organise work at least one week ahead to meet a range of predetermined priorities in service delivery to external customers whilst attending to council's internal reporting and service requirements.
- Communicating effectively with other staff and areas of council to ensure that information is collected on a timely basis and relevant staff are trained in Property Revenue matters.
- Demonstrated ability to gain the cooperation and assistance of clients, members of the public and other employees in the administration of well-defined Property Revenue activities and in the training of other employees in such where applicable,
- The incumbent is required to utilise well-developed written communication skills to prepare routine correspondence and reports if required.

Verification & Approvals

I certify that the content of this Position Description accurately reflects the overall role and accountabilities of the position:

	Name	Signature	Date
Occupant			

Relationship Management

Develops and maintains strong and enduring relationships with colleagues and/or external stakeholders which are built on mutual respect and commitment. Ensures that all people are treated with dignity and respect regardless of gender, ethnicity, religion or sexual orientation.

- Demonstrates respect for the wide range of views and perspectives that are expressed in their teams
- Contributes effectively to team meetings
- Demonstrates commitment to team decisions
- Demonstrates respect for other team members

Planning & Organising

Thinks from a wholistic perspective and sees the patterns in the complex relationships that exist between the different parts of the organisation. Uses these insights to ensure that the organisation's human, physical and financial resources are effectively used in the achievement of the organisation's, team's or the role's agreed priorities.

- Is able to explain the relationship between own work activities and the goals and objectives of the team
- Prioritises work based on the needs of the team
- Shares relevant information as and when appropriate
- Consistently does her/his share of the work

People Development

Demonstrates a deep commitment to ongoing learning and development as fundamental to the organisation's sustained success and to the realisation of the potential of its people.

- Is active in identifying opportunities for ongoing growth and development
- Seeks feedback with a view to personal and professional development
- Looks for opportunities to grow skills and knowledge
- Is proactive in managing own career development

Future focused organisation

Is keenly aware of the social, political, economic and technological trends that impact the global and local environments and ensures these are factored into the work of individuals, teams or the organisation to deliver on the needs and expectations of the Council and the community it serves

- Incorporates key issues impacting the broader environment into the way they undertake their work
- Responds flexibly to change
- Shows resilience in times of change
- Seeks support during times of uncertainty

Outcome orientation

Demonstrates a strong commitment to a high-performance culture by constantly striving for high quality customer service outcomes and accepting responsibility for outcomes within their control

- Demonstrates a willingness to take informed risks in solving client issues
- Ensures tasks are consistently completed to the required standard
- Responds promptly and appropriately to requests for service
- Consistently follows established practices and procedures

Service focus

Ensures there is a focus on delivering work priorities to agreed quality and timeliness standards

- Is friendly and responsive to clients/customers
- Strives to deliver quality client/customer outcomes
- Deals with client/customer issues with concern and a sense of importance

Self-management

Demonstrates self-awareness through understanding own responses to a range of situations as well as understanding the impact their behaviour has on others

- Accepts personal responsibility for outcomes within their control
- Demonstrates the ability to regulate and adapt behaviour according to the circumstances and the audience
- Seeks out feedback with the purpose of reflecting on work performance with a view to self-improvement
- Models Greater Dandenong's ethical and organisational standards
- Acts decisively during times of ambiguity and pressure

Safety, health and wellbeing

Ensures that the safety, health and wellbeing of employees, contractors, service users and councillors is at the heart of the organisation's culture and the way work is organised and services delivered

- Actively participates in discussions and activities aimed at improving safety, health and wellbeing
- Takes responsibility for the personal safety, health and wellbeing of self and immediate others
- Supports and encourages colleagues to actively participate in safety, health and wellbeing initiatives

Council's REACH Values

Respectful

We respect and care about our community, each other and ourselves.
We act with integrity at all times and in all matters.
We take time to listen to and seek to understand the other point of view.
We strive to understand and respect the diversity of our community and our workplace.
We understand our role in the community and respect the responsibility that comes with

Creative

We care about getting the best outcomes.
We constantly ask: What's the future and what's possible?
We have the courage to try new ideas.
We strive for excellence in everything we do.

Engaged

We listen to our community and respond.
We work together with our community and each other, to achieve the best outcome.
We have the confidence to challenge the status quo, to reach for better outcomes.
We are action-oriented in identifying and responding to new challenges.

Honest

We tell the truth, even when we know people may not want to hear it.
We form our opinions and give advice from sound, evidence based research.
We act with humility and apply the highest standards of ethical behaviour to everything we do.

Accountable

We are proud of our city, our community and our achievements.
We spend our time and effort on solutions rather than looking for someone to blame.
We take responsibility for our actions.

