

## Your Position

<b>Your job</b>	<b>Team Leader Water Billing Kaiārahi Kapamahi Ratonga Pūtea</b>
<b>Your group</b>	Corporate Services
<b>Your team</b>	Finance
<b>Your manager</b>	Manager Financial Services, Peta Anderson
<b>Your base</b>	Council premises within Porirua

## What's most important to us

Porirua City is our place. A great place to live, work and raise a family. We want everyone to feel welcome, whether they are visiting, living or working here.

### Our strategic priorities are to:

- Commit to the health of Te Awarua-o-Porirua Harbour and its catchment through investment, advocacy and regulation
- Build towards a low carbon city and proactively address the challenges of climate change
- Create thriving communities where everyone can be safe and healthy – at home, work or play
- Keep tamariki and rangatahi at the heart of our city

### How we work together:

- Whakakotahi - Team up  
Mā te mahi tahi e puta ai he hua ki tō tātou hapori  
Together we make a difference for our community
- Mahi Atamai - Work smart  
Ka whakapātari i a tātou anō kia pai ake ai ngā hua  
We challenge ourselves to do things better
- Whakatinanatia - Make it happen  
Mā te whakapeto ngoi, me ngā pūkenga e tutuki ai ngā whāinga  
We use our energy and skills to get things done

## Your group's purpose

Corporate Services' purpose is to:

- provide advice and management on everything relating to Council's financial planning, budgeting, management and reporting activities
- provide advice and management on procurement, the negotiation of commercial arrangements, Council's property portfolio, and the delivery of programmes and projects
- provide information and technology advice and services
- drive the improvement in customer services and the customer experience, ensuring that each customer interaction lives up to Porirua City values / identity
- provide other internal administrative services.

## Your team's purpose

The Water Billing Team is responsible for delivering accurate, timely, and compliant billing and revenue-collection services for water charges on behalf of Tiaki Wai within Porirua City Councils territorial area, including:

- Processing water charge transactions such as invoicing, direct debits and refunds.
- Processing and reconciliation of payments received through multiple channels, ensuring accurate allocation to customer accounts
- Applying billing policies (including penalties and remissions) and procedures accurately in day-to-day processing of transactions.
- Supporting customers by providing clear explanations of water charges, payment options, and investigating billing queries and discrepancies
- Actively manage arrears and overdue water charges in line with Tiaki Wai approved credit control and debt management policies
- Reconciliation and analysis of water billing account information and transactions, including general ledger reconciliations. Internal data integrity analysis and external reporting to Taiki Wai as required
- Support testing, validation and assurance of system processes and procedures during system development or upgrades

## Your purpose

The Team Leader Water Billing role is responsible for:

- Leading a high-performing water billing team, building capability through coaching and training, clear direction, and supporting staff wellbeing
- Ensure Water Billing invoices are generated in an accurate, timely and compliant manner, in line with Tiaki Wai pricing and policy guidance.
- Oversight of the end-to-end water billing cycle, including bank reconciliation, direct debits, refunds/transfers, and debt collection. Ensure transactional processes align with Taiki Wai policies.
- Supporting the team to respond to customers in a timely, professional manner. Acting as the escalation point for complex customer enquiries.
- Maintain internal control frameworks, ensuring all billing processes have documented controls, audit trails and a fully reconciled
- Provide analysis, reporting and insights on water charges, billing performance and customer impacts to both internal and external stakeholders

## Who you'll be working with

Your direct reports	<ul style="list-style-type: none"> <li>Finance Officers (approximately 2)</li> </ul>
Your indirect reports	<ul style="list-style-type: none"> <li>none</li> </ul>
External people and groups	<ul style="list-style-type: none"> <li>Taiki Wai staff</li> <li>Porirua Ratepayers</li> <li>Solicitors</li> <li>Financial Institutions</li> <li>Debtors/Customers</li> <li>Debt Collection Agencies</li> <li>Creditors/Suppliers</li> </ul>
Internal people and groups	<ul style="list-style-type: none"> <li>Executive Leadership Team, managers, and staff at all levels of the organisation</li> </ul>

## Your responsibilities

What you'll do	How you'll do it
Leadership and Management	<ul style="list-style-type: none"> <li>Develop and lead the team of Finance Officers to achieve results and provide a customer focused service by setting performance expectations, providing guidance and development, monitoring individual and team performance, carry out regular performance reviews and providing constructive feedback/support when required</li> <li>Provide leadership that inspires others to succeed and develop, and proactively share experience, knowledge and ideas</li> <li>Foster and role model a teamwork approach to the delivery of water billing transactions with a focus on always providing excellent customer service to internal and external customers</li> <li>Continually review the capability needed to support the organisation in delivering on outcomes and ensure action is taken to address identified capability gaps within the water billing function</li> </ul>
Operational Delivery	<ul style="list-style-type: none"> <li>Provide high level support to the finance officers and manage the delivery of accurate and timely processing of water billing transactions with a superior customer service approach.</li> <li>Be able to work within all areas of the teams' activities (invoicing and billing, bank reconciliation and receipting, credit control) to enable workload support, cross training, and teamwork</li> <li>Ensure high levels of accuracy are maintained across all functions and databases</li> <li>Identify opportunities and implement solutions for continuous improvement</li> <li>Provide reports, status updates and other relevant information as requested to the Manager Financial Services, escalating issues as required.</li> <li>Undertake other reasonable duties as allocated by the Manager Financial Services</li> <li>Provide technical leadership to the following areas as required:</li> </ul>

	<p><b>Water Billing</b></p> <ul style="list-style-type: none"> <li>• Assist with issuing Taiki Wai water rates assessments/invoices, and other sundry invoices as required</li> <li>• Support the water billing function with customer (internal and external) enquires so they are responded to in a timely manner</li> <li>• Ensure payment processes (direct debits etc) and bank reconciliations are completed accurately and promptly everyday</li> </ul> <p><b>Credit Control</b></p> <ul style="list-style-type: none"> <li>• Ensure all outstanding debt is monitored regularly and appropriate action is taken in a timely manner to ensure that outstanding debt is kept to a minimal level</li> <li>• Ensure credit control processes are in line with Taiki Wai guidance.</li> </ul> <p><b>Reporting/Analysis</b></p> <ul style="list-style-type: none"> <li>• Ensure monthly reconciliations are completed to a high level of accuracy</li> <li>• Ensure all reporting requirements to Taiki Wai are completed on time and to their requirements.</li> <li>• Other Data analysis and reporting as required to ensure the water billing database is as up-to-date as possible</li> </ul>
Relationship Management	<ul style="list-style-type: none"> <li>• Establish and maintain close working relationships with internal and external stakeholders, ensuring that relationships with key stakeholders are professional, positive, and constructive</li> </ul>
Corporate Responsibilities	<ul style="list-style-type: none"> <li>• Build commitment of our vision, strategic directions, values, and services</li> <li>• Willingly undertake any duty required within the context of the position</li> <li>• Adhere to our Code of Conduct</li> <li>• Undertake civil defence and emergency management tasks as directed including participation in pre-event training and rostered duties during an emergency event</li> </ul>

## Your skills, experience and qualifications

<p>It's essential that you have:</p>	<ul style="list-style-type: none"> <li>• Relevant tertiary or equivalent qualification in Finance or equivalent experience</li> <li>• Proven experience leading billing, revenue, or transactional service operations preferably in Local Government</li> <li>• Experience applying legislative and policy framework to individual circumstances to make decisions</li> <li>• Sound numerical skills and accounting knowledge including excellent reconciliation and data analysis skills.</li> <li>• Proven experience developing reports and data analysis models, particularly within Microsoft Excel.</li> <li>• A demonstrated ability to lead, manage and motivate a team and obtain co-operation from work associates</li> <li>• Experience in motivating others to work under pressure when required, maintaining accurate work and meeting deadlines</li> <li>• Be able to “do” as well as manage critical processes</li> <li>• Comfortable working to tight deadlines and able to prioritise workloads during busy periods</li> <li>• A service orientation towards internal and external clients and deal with customers in a professional manner</li> <li>• Excellent communication skills including the ability to present to both internal and external stakeholders if required</li> <li>• Able to develop and document procedures and processes</li> <li>• Understanding and commitment to health and safety in the workplace</li> <li>• Understanding and commitment to diverse workplaces</li> <li>• Understanding and commitment to the Treaty of Waitangi and bicultural issues</li> </ul>
<p>Its desirable if you have:</p>	<ul style="list-style-type: none"> <li>• An understanding of local government financial systems and processes</li> <li>• Knowledge of Rating Act / Water Services Act</li> </ul>

Last updated February 2026



Porirua City Council supports an inclusive and welcoming environment and is a member of Diversity Works.