

Your Position

Your job	Team Leader Water Billing Kaiahi Matua Wai Utunga
Your group	Corporate Services
Your team	Finance
Your manager	Manager Financial Services, Peta Anderson
Your base	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 Tiaki 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 Tiaki 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	Finance Officers (approximately 2)
Your indirect reports	none
External people and groups	- Tiaki Wai staff - Porirua Ratepayers - Solicitors - Financial Institutions - Debtors/Customers - Debt Collection Agencies - Creditors/Suppliers
Internal people and groups	Executive Leadership Team, managers, and staff at all levels of the organisation

Your responsibilities

What you'll do	How you'll do it
Leadership and Management	- 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 - Provide leadership that inspires others to succeed and develop, and proactively share experience, knowledge and ideas - 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 - 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
Operational Delivery	- 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. - 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 - Ensure high levels of accuracy are maintained across all functions and databases - Identify opportunities and implement solutions for continuous improvement - Provide reports, status updates and other relevant information as requested to the Manager Financial Services, escalating issues as required. - Undertake other reasonable duties as allocated by the Manager Financial Services - Provide technical leadership to the following areas as required:

	• Assist with issuing Taiki Wai water rates assessments/invoices, and other sundry invoices as required • Support the water billing function with customer (internal and external) enquires so they are responded to in a timely manner • Ensure payment processes (direct debits etc) and bank reconciliations are completed accurately and promptly everyday • 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 • Ensure credit control processes are in line with Taiki Wai guidance. • Ensure monthly reconciliations are completed to a high level of accuracy • Ensure all reporting requirements to Taiki Wai are completed on time and to their requirements. • Other Data analysis and reporting as required to ensure the water billing database is as up-to-date as possible
Relationship Management	• Establish and maintain close working relationships with internal and external stakeholders, ensuring that relationships with key stakeholders are professional, positive, and constructive
Corporate Responsibilities	• Build commitment of our vision, strategic directions, values, and services • Willingly undertake any duty required within the context of the position • Adhere to our Code of Conduct • Undertake civil defence and emergency management tasks as directed including participation in pre-event training and rostered duties during an emergency event

Your skills, experience and qualifications

It's essential that you have:	• Relevant tertiary or equivalent qualification in Finance or equivalent experience • Proven experience leading billing, revenue, or transactional service operations preferably in Local Government • Experience applying legislative and policy framework to individual circumstances to make decisions • Sound numerical skills and accounting knowledge including excellent reconciliation and data analysis skills. • Proven experience developing reports and data analysis models, particularly within Microsoft Excel. • A demonstrated ability to lead, manage and motivate a team and obtain co-operation from work associates • Experience in motivating others to work under pressure when required, maintaining accurate work and meeting deadlines • Be able to “do” as well as manage critical processes • Comfortable working to tight deadlines and able to prioritise workloads during busy periods • A service orientation towards internal and external clients and deal with customers in a professional manner • Excellent communication skills including the ability to present to both internal and external stakeholders if required • Able to develop and document procedures and processes • Understanding and commitment to health and safety in the workplace • Understanding and commitment to diverse workplaces • Understanding and commitment to the Treaty of Waitangi and bicultural issues
Its desirable if you have:	• An understanding of local government financial systems and processes • Knowledge of Rating Act / Water Services Act

Last updated February 2026



Porirua City Council supports an inclusive and welcoming environment and is a member of Te Uru Tāngata, Centre for Workplace Inclusion.