

# Job Profile

Position Details	
Job title	Revenues Manager
Directorate	Customer Strategy and Engagement
Business Unit	Customer Services
Reports to	Head of Service Delivery
Grade	PO8+2

Role Purpose
<p>The Revenues Manager has responsibility for the delivery and management of all local taxation functions including Council Tax, Business Rates and Business Improvement District billing, collection and recovery, supplier management of the external supply chain, payments of related Government Grants and will provide the Council with expertise and advice on all aspects of Local Taxation policy and administration.</p>

Main Responsibilities
<ol style="list-style-type: none"> <li>1. The Revenues Manager has financial responsibility for billing and collecting local taxation, discretionary relief policies, and court cost calculations and collections.</li> <li>2. Ensure value for money and continuously improve performance, demonstrate strong leadership, financial awareness, and improved outcomes.</li> <li>3. Strategically and operationally responsible for leading, motivating and directing staff to achieve efficient and effective high performing services within a Shared Service Centre.</li> <li>4. Develop and implement process improvements and encourage the use of technology to improve the service and customer experience</li> <li>5. Strategically and operationally responsible and accountable for the service compliance with all statutory and non-statutory regulations, relevant case law and Council policy.</li> <li>6. Provide comprehensive high-level advice in respect of local taxation including Council Tax Business Rates and local taxation matters.</li> <li>7. Assist customers reflecting Haringey's Values, Principles and Pledges.</li> <li>8. Comply with statute, legislation, case law, discretionary powers, council standing orders, council policies and codes or standards of conducts.</li> <li>9. To develop and lead strategies and policies in the delivery of the Service</li> <li>10. To ensure that all matters relating to people management are implemented including full adherence to the Council's appraisal scheme and HR procedures.</li> <li>11. To demonstrate flexibility and adaptability in the drive for change and the improvement of processes.</li> </ol>

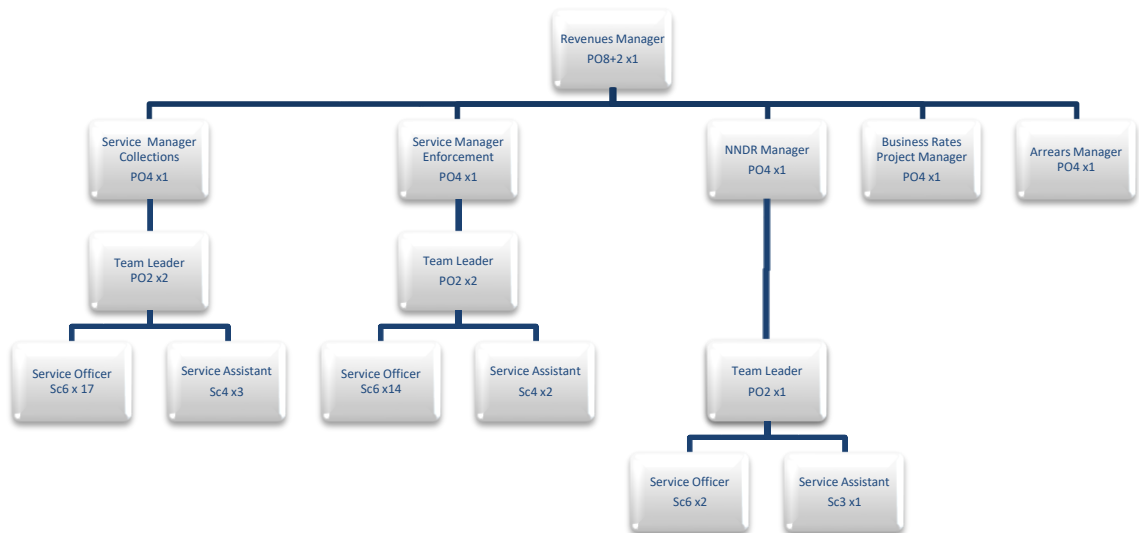
Generic Responsibilities
<ol style="list-style-type: none"> <li>1. Understanding, knowledge, and ability to follow guidelines that ensures compliance with Health and Safety at Work, Data Protection, and other statutory requirements.</li> <li>2. Understanding and commitment to promoting and implementing the Council's Equal Opportunities policies.</li> <li>3. Knowledge and experience of using IT.</li> <li>4. To undertake any other temporary responsibilities aligned with the overall purpose and grade of the role.</li> </ol>

Knowledge, Qualifications, Skills, and Experience	Essential or Desirable
Qualified Member of the Institute of Revenues Rating and Valuation.	E
Experience of successfully leading a local authority Revenues service.	E
Detailed understanding of the legislation and statutory requirements affecting service delivery in the area of local taxation including Council Tax and Business Rates.	E
Experience of managing major divisional change and implementing significant improvements in service delivery and systems	E
Experience of financial management within the Revenues environment.	E
Ability to manage and control key financial indicators, ensuring appropriate action is taken to address variances	E
Credible in personal and professional demeanour commanding the confidence of customers, members, other chief officers, staff, external partners, and other stakeholders.	E
Demonstrate a deep understanding of the workings of local government and the current and future issues to be faced along with the financial, legal, and political context of public sector management.	E
Experience of leading and managing a large workforce / large number of related services.	E
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Experience of working on an extensive and varied workload at the highest level with a proven track record of policy analysis, strategy formulation and implementation.	E
Knowledgeable of developments in IT within the sector and able to recognise and enable those to enable efficiency and development.	E
Enthusiastic management style, able to encourage change, improvement, and loyalty.	E
Excellent written and verbal communications	E
Able to analyse complex data and reach logical conclusions	E
Skills in negotiation, persuasion, and assurance	E
Excellent IT skills, including MS Office, Revenues systems, document management systems	E
Excellent project management skills	E

Main Contacts & Other Information
<u>Main Contacts</u>

Head of Service Delivery  
 Benefits Manager  
 Head of Customer Services  
 Finance Director  
 Assistant Director Customer Services  
 Assistant Director Regeneration  
 Head of Economic Development  
 Head of Audit and Risk Management  
 Citizens Advice Haringey  
 Government departments including DLUHC, BEIS, DWP

### Organisational Structure



## ADDITIONAL INFORMATION

Supervision / Management of People				
Please indicate (x) which group best describes the total number of staff the post holder is <u>directly</u> responsible for (please note indirect reports should not be included):				
None	Up to 5 staff	6 to 15 staff	16 to 49 staff	50 plus staff
			X	
Are the staff based at the same work location?				Yes No X
Will the post holder be responsible for contract / agency / project staff?				Yes X No

In the normal course of their duties would it be reasonable to expect the job holder to undertake, or be involved in, any of the following on a regular basis.

If Yes, please provide an estimate of the % of their working day this involves.

Work Environment					
Activity	Yes/No	% of working day	Activity	Yes/No	% of working day
Office duties.	Yes	100%	Use of a computer.	Yes	95%
Audio typing.			Crisis or conflict situations.	Yes	5%
Walking more than a mile.			Manual handling.		
Working alone or in isolation.	Yes	60%	Working in confined spaces.		
Driving a car, van, or minibus.			Preparing or serving food.		
Exposure to infectious diseases, e.g., Tuberculosis (TB) or Hepatitis B.			Working in awkward positions, e.g., stooping, bending, reaching.		
Exposure to substances hazardous to health, including lead, asbestos, or radioactive substances.			Operating heavy or hazardous machinery including forklifts, diggers, or cranes.		
Regular and repetitive movements.			Working shifts / unsocial hours, nights.		
Outdoor work involving uneven surfaces.			Standing or sitting for prolonged periods.	Yes	50%
Working shifts / unsocial hours / nights.	Yes	5%	Working at heights / on ladders, roof work.		

Teaching, or responsibility for, children.			Outdoor work involving extremes of temperature.		
Electrical hazards.			Control and restraint.		

<b>Resources</b> – identify & list personal and identifiable accountability for physical and financial resources including those of clients:
No
<b>Cash/Financial Resources</b> - Is the post personally and identifiably accountable for the accurate handling / security of cash and cheques? If yes, specify the average amount controlled at any one time and the nature of the accountability:
No
<b>Plant/Equipment</b> - is the post personally accountable for the proper use / safekeeping of plant / equipment? If yes, please indicate the type(s) of plant/equipment and the nature of the accountability:
Laptop/Phone
<b>Stocks/Materials</b> - Is the post personally accountable for materials / items of stock? If yes, please indicate the type and approximate value and the nature of accountability:
No
<b>Data Systems</b> - is the post personally accountable for the use, manipulation, and safekeeping of data systems whether manual or computerised? If yes please indicate the type of system(s) and the nature of the accountability, whilst explaining the importance of the data systems to the Council's operations:
Northgate Revenues: responsible for ensuring system parameters are correct to ensure timely and accurate billing and recovery of Council Tax, Business Rates and BID Northgate Information at Work: responsible for ensuring system parameters are correct to ensure timely and accurate allocation of work items for Council Tax, Business Rates and BID
<b>Buildings</b> - Is the post personally accountable for the proper use and safekeeping of buildings. If yes please indicate the type of building(s) concerned and the nature of the accountability:
No