

Job Profile

Position Details	
Job title	Revenues Team Manager
Directorate	Environment and Resident Experience
Business Unit	Revenues Services
Reports to	Revenues Manager
Grade	PO5
Job Evaluation Reference (For HR use Only; <i>not to be removed</i>)	JE671
DBS Check Required (For HR use Only; <i>not to be removed</i>)	No

Role Purpose
<p>The role provides the operational lead for an area of the Revenues service ensuring the best standard of service for residents, businesses and stakeholders.</p> <p>To directly manage and lead a team of staff in the billing and recovery of Council Tax, Business Rates & BID Levy.</p> <p>To lead on key service improvements in line with the Revenues services objectives, ensuring that these are delivered on time and on budget.</p>

Main Responsibilities
<ol style="list-style-type: none"> 1. Lead and manage a team responsible for the billing, collection and enforcement of Council Tax, Business Rates and BID 2. Manage quality and performance within a team to ensure compliance in respect of statutory legislation, local policies & procedures and best practice. 3. Utilise knowledge, skills and experience within a key area of revenues to enable the maximisation of income growth whilst ensuring ethical practices are applied in the recovery of outstanding sums from residents. 4. Identify and resolve areas of concern within Revenues, ensuring that any training issues are resolved, and controls are implemented to minimise the risk of reoccurrence. 5. Ensure that all matters relating to people management are implemented in accordance with the council's HR policies. 6. Take responsibility for specific projects and programmes as allocated by the Revenues Manager, or Senior Management Team. 7. Facilitate change across the service, encouraging synergy by working with others towards the introduction of new policies, procedures, and projects. 8. Manage the performance of external revenues contracts through review of work undertaken and feedback of findings via regular client meetings.

9. Deputise for the Revenues Manager in their absence and provide cover for colleagues within the Revenues service where necessary.
10. Represent and promote the authority via external meetings, utilising benchmarking and best practice opportunities to develop the service.
11. Represent the council at court or tribunals relating to Council Tax, Business Rates or BID Levy.
12. Participate in annual audits concerning your area and ensure agreed recommendations are acted upon.
13. Represent the service at corporate project and implementation boards.

Generic Responsibilities

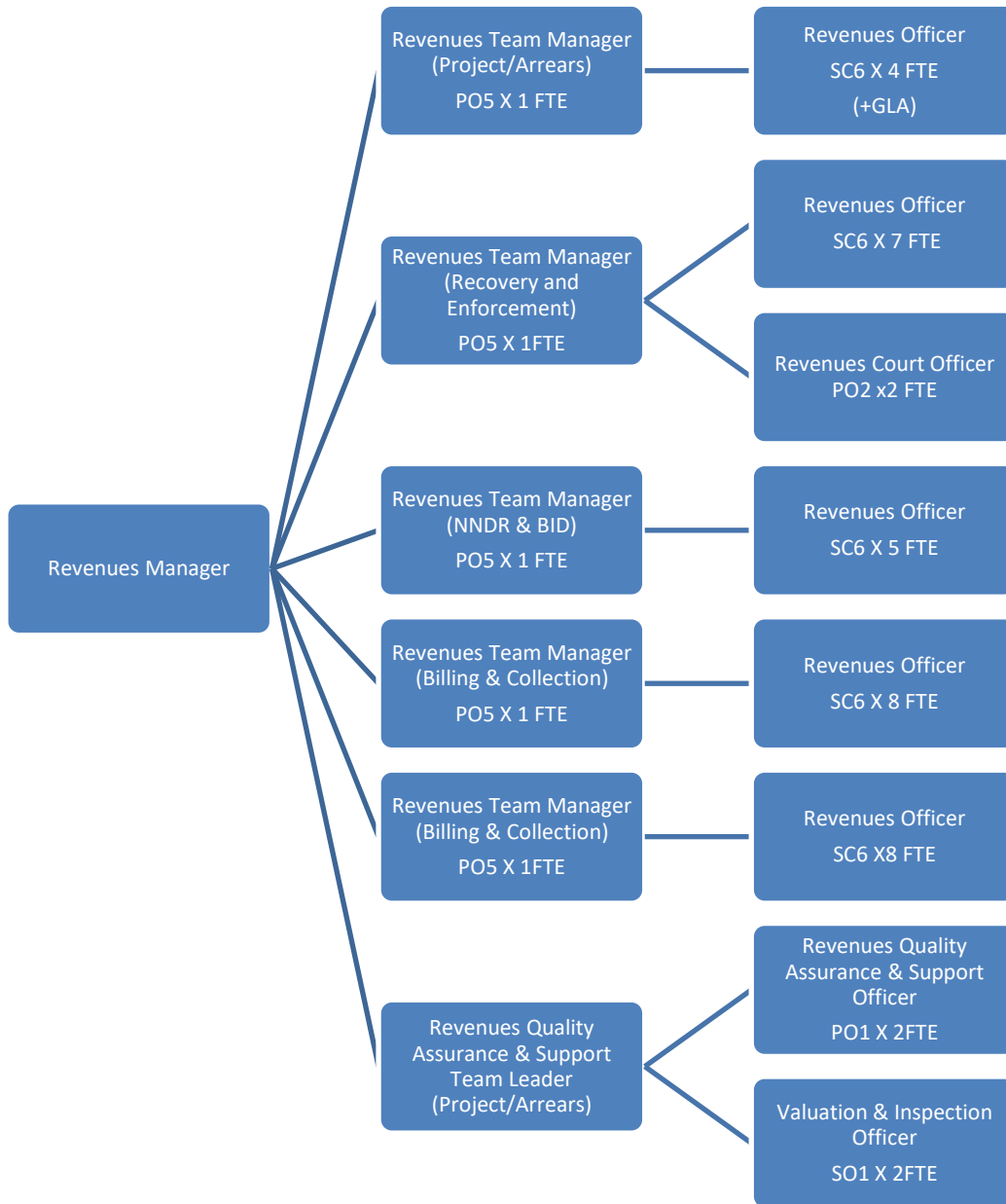
1. Understanding, knowledge and ability to follow guidelines that ensures compliance with Health and Safety at Work, Data Protection and other statutory requirements.
2. Understanding and commitment to promoting and implementing the Council's Equal Opportunities policies.
3. Knowledge and experience of using IT.
4. To undertake any other temporary responsibilities aligned with the overall purpose and grade of the role.

Knowledge, Qualifications, Skills and Experience	Essential or Desirable
Qualifications	
IRRV technician qualification or higher, or relevant experience with a willingness to undertake the qualification within 12 months of commencing the role	E
Management or supervisory qualification, or equivalent experience	D
Evidence of continuous professional development	E
Knowledge	
Extensive practical, theoretical and procedural knowledge of Council Tax and/or Business Rates legislation and best practice	E
Experience of managing performance and quality management processes in a Revenues environment	E
Experience of using Northgate's i-world application	D
Skills and Experience	
A proven track record of management or supervisory experience within a Revenues environment	E
Ability to communicate effectively at all levels across the council and with external bodies	E
Ability to respond to a range of complex and sensitive enquiries	E
Ability to lead, manage and coordinate a team to achieve service objectives	E
Ability to prioritise, meet deadlines and work effectively under pressure	E
Ability to write accurate reports, clearly explaining the key issues, applying sound judgement and final recommendations	E

Willingness to share insight and knowledge to support the development of the team	E
Ability to delegate authority and responsibility to staff as appropriate	E
Proficient in the use of ICT, including Microsoft applications	E
Ability to analyse data to identify and correct discrepancies where appropriate	E
Ability to work on own initiative and as part of a team	E
Commitment to preventing, detecting, and deterring fraud	E
Commitment to the delivery of a customer-focused service	E
Accurate and methodical approach to work	E
Ability to cope with a high-volume, pressurised environment where customers are often under a high degree of personal and financial stress	E
A flexible approach to changes in procedures, processes, locations and day-to-day office duties	E

Main Contacts & Other Information
<p><u>Main Contacts:</u></p> <p>External</p> <ul style="list-style-type: none"> • Enforcement Agents • Valuation Office Agency • Department for Work and Pensions • Citizen’s Advice • Landlords – both Housing Associations and private-sector landlords • Charities and support organisations <p>Internal</p> <ul style="list-style-type: none"> • Revenues Manager • Quality Assurance and Support Team Leader • Elected Members • Customer Services • Housing Service • Financial support Team

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 (this is a hybrid role including office and home working)
Will the post holder be responsible for contract / agency / project staff?				Yes

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.

Work Environment					
Activity	Yes/No	% of working day	Activity	Yes/No	% of working day
Office duties.	Y	90%	Use of a computer.	Y	90%
Audio typing.	N		Crisis or conflict situations.	Y	10%
Walking more than a mile.	N		Manual handling.	N	
Working alone or in isolation.	N		Working in confined spaces.	N	
Driving a car, van or minibus.	N		Preparing or serving food.	N	
Exposure to infectious diseases, e.g. Tuberculosis (TB) or Hepatitis B.	N		Working in awkward positions, e.g. stooping, bending, reaching.	N	
Exposure to substances hazardous to health, including lead, asbestos or radioactive substances.	N		Operating heavy or hazardous machinery including forklifts, diggers or cranes.	N	
Regular and repetitive movements.	Y	45%	Standing or sitting for prolonged periods.	Y	90%
Outdoor work involving uneven surfaces.	N		Working at heights / on ladders, roof work.	N	
Working shifts / unsocial hours / nights.	N		Outdoor work involving extremes of temperature.	N	

Teaching, or responsibility for, children.	N		Control and restraint.	N	
Electrical hazards.	N				

Resources – identify & list personal and identifiable accountability for physical and financial resources including those of clients:
N/A
Cash/Financial Resources - 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:
N/A
Plant/Equipment - 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:
N/A
Stocks/Materials - Is the post personally accountable for materials / items of stock? If yes, please indicate the type and approximate value and the nature of accountability:
N/A
Data Systems - 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:
N/A
Buildings - 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:
N/A

VERSION CONTROL

Version 1	Written by (name): Date:	Andrew Mackie 27 th June 2023	Evaluated by: Date:	Reward (external evaluator) 10/07/2023
Version 2	Amended by (name): Date:		Evaluated by: Date:	Reward (reviewed) 14/07/2023

FOR OFFICE USE ONLY

Have the following been included: -	
Delegated Authority Form (whether fully completed or draft)	No
Structure Chart	Yes
What is the evaluation request for	Restructure
Evaluation Reference Number	JE671