

## Job Description

<b>Department:</b>	Corporate Services.
<b>Division/Section:</b>	Shared Transactional Services (STS)
<b>Job Title:</b>	Revenues Team Leader
<b>Post No:</b>	
<b>Grade:</b>	10
<b>Reports to:</b>	Head of Service Delivery
<b>Organisation Chart:</b>  <b>Show immediate manager and any jobs reporting to this post.</b>	<pre> graph TD     HSD[Head of Service Delivery] --&gt; RTL[Revenues Team Leader]     RTL --&gt; SLO[Senior Local Taxation Officers]     RTL --&gt; LTO[Local Taxation Officers]     RTL --&gt; LTV[Local Taxation Visiting Officers]           </pre>
<b>DBS Check applicable?</b>	Basic <input type="checkbox"/> Standard <input checked="" type="checkbox"/> Enhanced <input type="checkbox"/> None <input type="checkbox"/>
	<b>Is post exempt under the Rehabilitation of Offenders Act 1974 in respect of declaration of spent convictions?</b>  Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
<b>Line Management responsibility for:</b>	<b>No. of direct reports: 10</b> <b>No. of indirect reports: 2</b>
<b>Size of budget:</b>	
<b>Job Purpose:</b>	To lead and manage the day to day operation and performance of a team of Local Taxation Officers focussing on either or both, Billing and Recovery. To support senior managers to ensure the efficient and effective administration and recovery of Council Tax income (approx. £120m in year & £20m former years).

## Main Duties and Responsibilities:

1. To manage the billing, collection and recovery of Local Taxes in accordance with legislation and Council policies and procedures, including maximising payment opportunities.
2. To plan, implement and monitor workloads for the team in a way that maximises the use of resources and to ensure processes are efficient and effective.
3. To ensure staff within the team are aware of standards, expectations and timescales. Establishing clear lines of responsibility and accountability promoting trust, good morale and teamwork.
4. To take an active part in the ongoing development of the Revenues Service and the wider Shared Transactional Services department.
5. To provide appropriate support and work closely with Managers to assist in the delivery of service and team outcomes ensuring that there is a coherent and joined up approach at all times.
6. To provide training on technical and specialist areas of local taxation law and practice to team members.
7. To develop, implement and regularly review qualitative and quantitative performance measures at both a team and individual level and ensuring that processes are in place to monitor performance against these measures.
8. To attend and take an active part in management meetings, contributing new ideas and potential solutions to any problems that arise.
9. To assist, and where appropriate lead, on projects that will improve the Revenues Service.
10. To manage the issue of summonses and the Liability Order court hearing schedule for the team to a pre-determined timetable.
11. To respond to S16 LGFA92 liability appeals on behalf of the Council.
12. To attend and represent the Council at the Magistrates, County Court and Valuation Tribunal hearings as required and prepare cases as necessary.
13. To manage the process for making arrangements with debtors, attachment orders (earnings, benefits and members deductions) and Committals.
14. Manage the process for charging order, bankruptcy, liquidation and related matters.
15. Manage and regularly review all processes relating to the recovery of debts to the Council in accordance with relevant legislation, policies, procedures and good practice.
16. To respond to complex enquiries and escalated complaints, member and MP enquiries and correspondence received from the Local Government Ombudsman.
17. To assist the with the process for externalisation of work (for example to Discount reviews) in accordance with the Council's policies, procurement rules and contracts in place.
18. To assist managers with the process for externalisation of debt recovery work (for example to Enforcement Agents) in accordance with the Council's policies, procurement rules and contracts in place.

- 19.To undertake regular reviews with the external Enforcement Agencies to monitor performance, operational issues and complaints.
- 20.To maintain a personal awareness of developments within the Revenues area keeping abreast of relevant legislation, court judgements, ombudsman cases and audit recommendations.
- 21.To ensure the development of all staff within the team in terms of both skills and knowledge, producing and updating relevant procedures as necessary.
- 22.Ensure learning from appeals and complaints is utilised to improve accuracy, customer service and reduce volumes.
- 23.Manage the process for identifying uncollectable debt and the preparation and submission of write offs in accordance with local operating procedures and financial regulations of the Council.
- 24.To assist in calculating the annual council tax base and bad debt provisions for local taxation.
- 25.To be proactive and look for creative and innovative ways to develop, market and expand the transactional service business and provide services to external and/or internal customers.
- 26.Ensure effective and efficient systems for record keeping are established and maintained.
- 27.To lead by example, setting excellent standards of management behaviour.
- 28.To comply with all Health & Safety at work requirements as laid down by the employer.
- 29.To deputise for peers and managers as required

<b>Generic Responsibilities:</b>	<p>To carry out all responsibilities with regard to the Council's Equalities Policy and Procedures and Customer Care Policy.</p> <p>To comply with all Health &amp; Safety at work requirements as laid down by the employer.</p> <p>The council is committed to safeguarding and promoting the welfare of children and vulnerable adults and expects all staff and volunteers to share this commitment.</p>
<b>Flexibility Clause:</b>	Other duties and responsibilities express and implied which arise from the nature and character of the post within the department (or section) mentioned above or in a comparable post in any of the Organisation's other sections or departments.
<b>Variation Clause:</b>	<p>This is a description of the job as it is constituted at the date shown. It is the practice of this Authority to periodically examine job descriptions, update them and ensure that they relate to the job performed, or to incorporate any proposed changes. This procedure will be conducted by the appropriate manager in consultation with the postholder.</p> <p>In these circumstances it will be the aim to reach agreement on reasonable changes, but if agreement is not possible the Head of Service reserves the right to make changes to your job description following consultation.</p>

**DATE: 16/04/2024**

**COMPLETED BY: Alistair Townsend**

Version: 2	Date Issued: August 2024 2023	Review Date: April 2025
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## Person Specification

**JOB TITLE:** Council Tax Team Leader

**POST NO:**

**GRADE:** 10

**DEPARTMENT:**

**HOURS** 37

**DIVISION:** Shared Transactional Services

**DIRECTOR:**

**DATE:**

**COMPLETED BY:**

ATTRIBUTES	ESSENTIAL CRITERIA	DESIRABLE CRITERIA
<b>KNOWLEDGE</b>	<ul style="list-style-type: none"> <li>A high level of technical knowledge of local taxation law and practice. (A/I/W).</li> <li>Good understanding of the main rules and guidance used by Revenues and Benefits (A/I/W)</li> <li>Knowledge of Data Protection/GDPR &amp; Freedom of Information Acts (A/I)</li> <li>Extensive knowledge of Microsoft Office (A/I) including Excel (also Experience)</li> <li>An excellent understanding of modern ICT tools and their application in a similar working environment (A/I)</li> <li>A detailed understanding of the legislative frameworks and issues relating to billing and recovery of National Non Domestic Rates. Including recovery through the Magistrates Court (A/I/P/W)</li> <li>An in depth knowledge of all the available enforcement remedies for local taxation (A/I/W/P).</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of the Capita (Revenues and Benefits) system (A/I)</li> <li>Detailed knowledge of the Northgate EDRM system (Info at Work) (A/I)</li> </ul>
<b>SKILLS &amp; ABILITIES</b>	<ul style="list-style-type: none"> <li>Ability to effectively analyse demand data and to measure and report on performance, both of individuals and a team. (A/I/W/P)</li> <li>Ability to prioritise, problem solve, work under pressure and to tight deadlines in a constantly changing environment (A/I)</li> <li>The ability to maintain effective working relationships with colleagues and internal and external stakeholders. (A/I)</li> </ul>	

	<ul style="list-style-type: none"> <li>• Ability to understand and apply complex legislation and regulations and be able to advise and guide staff accordingly. (A/I/W)</li> <li>• Ability to understand and utilise the full functionality of computerised office systems and train and guide others in their use. (A/I)</li> <li>• Ability to promote and contribute towards effective communications to provide a customer focused service that is continually improving. (A/I/P)</li> <li>• Ability to manage self, the team and other resources to deal with workloads within pre-determined dealings and to tackle difficult issues and poor performance. (A/I)</li> <li>• Excellent written and verbal communication skills. (A/I/P)</li> <li>• Ability to identify to respond to customer and stakeholder needs in a timely manner. (A/I)</li> <li>• Ability to train others on technical areas of local taxation billing, collection and enforcement.</li> </ul>	
<b>EXPERIENCE</b>	<ul style="list-style-type: none"> <li>• Experience of managing people and /or workloads.(A/I/W)</li> <li>• Significant previous experience using local taxation systems (Capita/Academy, NEC, Civica)</li> <li>• Significant experience using cash receipting systems.</li> <li>• Significant experience working in a Local Taxation role. (A/I/P/W)</li> <li>• A detailed understanding of the legislative frameworks and key issues relating to billing and recovery of Council Tax and National Non Domestic Rates. Including recovery through the Magistrates Court (A/I/P/W)</li> <li>• An understanding of cash collection and recovery procedures in a large debt collection environment. (A/I)</li> <li>• Proven experience of managing a team to meet agreed targets. (A/I/P)</li> <li>• Experience of forward planning and effective allocation and utilisation of resources. (A/I)</li> <li>• Evidence of success in identifying and/or delivering service improvements (A/I)</li> <li>• Good understanding of the legislative frameworks and processes relating to Housing Benefit and Council Tax Support. (A/I)</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of using the Capita system (Revenues and Benefits) system (A/I)</li> <li>• Experience of using the Northgate EDRM system (Info at Work) (A/I)</li> <li>• Experience of using the Pay360 Financial system (A/I)</li> </ul>

<b>QUALIFICATIONS</b>	<ul style="list-style-type: none"> <li>• Educated to GCSE level (or equivalent) standard with at least grade C (or equivalent) in at least 5 subjects, including Maths and English. (A/I)</li> <li>• IRRV (Tech) or equivalent demonstrable experience (A/I)</li> </ul>	<ul style="list-style-type: none"> <li>• Ongoing IRRV Membership</li> </ul>
<b>PERSONAL CIRCUMSTANCES</b>	<ul style="list-style-type: none"> <li>• Flexible approach to hours and duties to meet the current/future needs of the service (A/I)</li> <li>• Willingness to work outside of normal working hours (A/I)</li> </ul>	
<b>EQUALITY</b>	<ul style="list-style-type: none"> <li>• Candidates must demonstrate understanding of, acceptance and commitment to the principals underlying equal opportunities. (A/I)</li> </ul>	
<b>CUSTOMER CARE</b>	<ul style="list-style-type: none"> <li>• Knowledge and understanding of effective customer care (A/I)</li> </ul>	

*[ At the end of each criteria the following codes are used to indicate how the criteria will be assessed:  
(AI) Application / Interview, (P) Presentation, (W) Written Test.]*