

JOB TITLE: Revenues Team Leader

DEPARTMENT: Revenues & Benefits

POST NUMBER: 626

GRADE: Scale 5

ACCOUNTABLE TO: Revenues Manager

LOCATION: City Offices and any other office of the City Council as required

HOURS: 37 hours per week (full time)

POST OBJECTIVE

To assist the Revenues Manager with the efficient and accurate operation and management of the Revenues section in respect of Council Tax, Non-Domestic Rates and the Business Improvement District (BID) levy. To ensure a good level of performance from all Revenues Officers, Property Inspectors and Customer Advisors in undertaking their duties. To represent the Council in court proceedings and to provide evidence at Valuation Tribunals as required.

PRINCIPAL ACCOUNTABILITIESManagement

To ensure there is effective and efficient management, in accordance with corporate guidelines, of the physical, financial and people resources entrusted to the post holder for fulfilling the general post objective. To foster a supportive and motivational attitude in working with all colleagues.

Business Planning

To assist the Revenues Manager in developing, implementing and updating the Revenues Service Plan.

Probity

To ensure the maintenance and enforcement of appropriate checks and controls to ensure administrative and financial integrity in the operations of the areas for which the post holder is responsible.

Professionalism

To maintain a knowledge and awareness of professional developments within the wider field of Council Tax and Non-Domestic Rates. To ensure the best possible professional advice on such matters is provided to meet present and future needs. To adopt a supportive and collaborative manner when required to undertake work for / on behalf of the Revenues Manager and Service Lead.

External Relations

To foster and maintain good relations with the public.

Performance

The post holder will be expected to perform consistently at a level which fulfils the requirements of the general post objective. In achieving this the post holder should have regard to their attitude to work, their colleagues and the public, the quality of the work within the post holders responsibility, the objectives of the section's service plan and the knowledge that work within the post holder's responsibility will be monitored by the line manager. To respond quickly and effectively to the demands of the post holder's Revenues Manager and Service Lead.

ADDITIONAL REQUIREMENTS

To undertake such training (residential or non-residential) appropriate to the general post description.

To undertake such other duties as required, commensurate with the grade of the post, the abilities of the post holder and the general post objective.

SPECIFIC TASKS:

1. Responsibility for Revenues Officers, Customer Advisors and Property Inspectors.
2. Coordinating and planning the work of the section in respect of Council Tax (CT), Non-Domestic Rates (NDR) and the BID levy (BID), in particular ensuring:
 - Prompt processing of changes in liability
 - Prompt recovery of outstanding balances
 - Prompt updating of changes to the valuation lists as notified by the VO/Listing Officer and reconciliation of the system to the valuations lists at all times include the processing of refunds, with or without interest. The manual calculation of interest and checking of automatic calculations on a regular basis
 - Assisting both Revenues and Systems Managers in the testing and scrutiny of any new system functionality, and the reporting of findings and problems from that testing/scrutiny in a timely and accurate manner
 - Assisting Property Inspectors with the creation and maintenance of annual timetables and the correct split of work between inspectors and Revenues Officers

- Accurate verification of applications for exemptions, discounts and reliefs, and the undertaking of regular reviews in these areas, including the NFI data
 - Adequate provision of customer advice
 - Adequate checks of all work undertaken by staff
3. Ensuring regular recovery action for all accounts in arrears.
 4. Maintain a thorough and up-to-date understanding of all CT, NDR and BID legislation, and interpreting and implementing that legislation.
 5. Representing the Council in court proceedings and ensuring accurate information is supplied to the Magistrates Court on application for a liability order or committal warrant.
 6. To prepare clear, concise and timely responses to all complaints at the Informal stage of the council's complaints process and to more complex enquiries, either written (including emails), via telephone calls or from the customer reception desk relating to all aspects of CT and NDR. Particular expertise will be required in relation to areas such as Transitional Arrangements, Calculation of Interest, reorganisation of property (including splits & mergers), completion notices, applications for section 44a relief and all other relief schemes, discounts and exemptions.
 7. Dealing promptly with exception reports and reporting and following up on problems.
 8. Collating and reporting of statistics.
 9. Ensuring the co-ordination, review and authorisation of refunds and write-offs on a weekly basis and the relative monthly and annual reconciliations required by internal and cross-service functions.
 10. Preparing and undertaking appraisals and regular 1-2-1 meetings for direct reports and reviewing objectives from those appraisals regularly.
 11. Identifying training needs of staff and liaison with the Revenues Manager to ensure fulfilment of requirements
 12. Drafting new written procedures & updating current procedures where required.
 13. Liaising with outside bodies and organisations such as the Valuation Office, CAB, courts, other local authorities etc.
 14. Deputising in the absence of the Revenues Manager as required and undertaking such tasks as may be delegated.
 15. Co-ordinating enquiries from other Departments, internal and external.

16. To undertake the processes, testing, and thorough checking required to produce the annual bills for CT, NDR & BIDs.

Signed

Dated

Version date September 2021



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DEPARTMENT: Revenues

DATE: Sep 2021

| Requirements | | Weighting | Assessment Method |
|--------------------|---|-----------|-------------------|
| Skills | Organisational – planning, co-ordinating and monitoring work of the team | 3 | A & I |
| | Leadership / Management – providing support and guidance, resolving disputes, solving problems | 3 | A & I |
| | Communication – written (complex explanatory letters and complaints), verbal (dissatisfied customers, representing the Council at court, colleagues, enquiries from Members etc.) | 3 | A & I |
| | Numerate – complex calculations, system reconciliations | 3 | A & T |
| | Interpersonal – ability to motivate staff, encourage team working and develop relationships | 3 | A & I |
| Experience | 3 years direct relevant experience of Council Tax and Non-Domestic Rates | 3 | A & R |
| | 1 year Revenues Team Leader (or similar) experience – recent within last 2 years. <i>This experience is desirable but can be achieved through on the job training or experience.</i> | 2 | A & R |
| | Direct experience of Council Tax and Non-Domestic Rates liability order hearings in a Magistrates Court. <i>This experience is desirable but can be achieved through on the job training or experience.</i> | 2 | A & R |
| Personal Qualities | Analytical – research, extract and manipulate data | 3 | A & I |
| | Commitment – to ensure service is of a high quality | 3 | A & I |
| | Enthusiasm – to promote a positive working environment | 3 | A & I |

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| | Innovation – to develop and improve services | 2 | A & I |
| Specific Job Requirements | Ability to learn & absorb new information quickly & efficiently | 3 | A & I |
| | Specialist knowledge relating to the following areas of Non-Domestic Rates: <ul style="list-style-type: none"> • Reorganisations of hereditaments, including splits and mergers • Section 44a relief • All other mandatory and discretionary rate reliefs • All aspects of legislation and case law regarding empty / unoccupied property including reliefs and exemptions • Liability enforcement remedies including a full understanding of the working practices of liability order hearings in a Magistrate Court | 3 | A, I, T & R |
| | Specialist knowledge relating to the following areas of Council Tax: <ul style="list-style-type: none"> • Liability • Discounts and exemptions • Enforcement remedies including a full understanding of the working practices of liability order hearings in a Magistrate Court | 3 | A, I, T & R |
| Qualifications | 4 GCSE's (or equivalent) including English and Maths | 3 | A & Q |
| | IRRV professional qualifications, either – <ul style="list-style-type: none"> • Level 3 Certificate (or professional equivalent). <i>This qualification is desirable but can be achieved through on the job training or an agreed study programme with the IRRV which can be discussed at interview;</i> or | 2 | A & Q |
| | <ul style="list-style-type: none"> • Full professional Diploma or above <i>This qualification is useful but not essential</i> | 1 | A & Q |

Weighting

3 – Essential for the successful performance of the job

2 – Desirable but can be achieved through on the job training or experience

1 – Useful but not essential for successful performance of the job

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| <i>Assessment</i> | | | | | |
| <i>Application Form</i> | <i>A</i> | <i>Interview</i> | <i>I</i> | <i>Tests</i> | <i>T</i> |
| <i>References</i> | <i>R</i> | <i>Presentation</i> | <i>P</i> | <i>Evidence of Qualifications</i> | <i>Q</i> |