

### **JOB DESCRIPTION**

**JOB TITLE:** Revenues Section Manager

**JOB NO:** ML0846XV

**GRADE:** 5 *\*(consultation grade - subject to formal evaluation under the Pay Equity Review)*

**DIVISION:** Council Management

**NO OF POSTS:** 1

**SECTION:** Revenues

POST REQUIRES POLICE / CRIMINAL RECORDS BUREAU CLEARANCE: YES

#### **1.0 JOB PURPOSE**

- 1.1 To provide technical guidance and support to the City Council's Revenues function within budget and to acceptable service standards.
- 1.2 To maximise the effectiveness of the service through the best use of people, processes and systems; delivering against the City's core values.

#### **2.0 DUTIES AND RESPONSIBILITIES**

##### **OBSERVANCE OF THE CITY COUNCIL'S EQUAL OPPORTUNITIES POLICY WILL BE REQUIRED**

- 1.1 To ensure the delivery of the Revenues Service by maximising the performance of people, processes and systems.
- 1.2 To develop and utilise the appropriate tools and management systems in all aspects related to the procedures within the Revenues Service.
- 1.3 To organise and manage information in respect of forecasting, performance and effectiveness measures.
- 1.4 To monitor and improve service standards, which are consistent with service excellence.
- 1.5 To develop new initiatives and work with wider teams and colleagues on specific projects relating to the Revenues Service.
- 1.6 To support the Service through the development of colleagues through training and quality improvement processes. Creating, maintaining training plans as may be required.
- 1.7 To keep abreast of developments in public and private sector. To maintain an understanding of broader economic/legislative factors that may impact on performance.

- 1.8 To be a member of and contribute to the Revenues Management Team.
- 1.9 To liaise with the VOA/Enforcement Agents, Courts and other outside agencies as appropriate.
- 1.10 Implement the Directorate Health and Safety Policy ensuring that there is:
- regular and systematic identification, review and evaluation and control of risks
  - promotion of safe working practices
  - action to stop unsafe working practices and procedures
  - compliance with Health and Safety Policy
- 1.11 To reflect an understanding of and sensitivity to the cultural diversity and needs of communities in the City in the provision of the Benefit Service
- 1.12 To promote, adhere to and implement the City Council's policy on Equality of Opportunity within your Division and within the Directorate generally.
- 1.13 Promote the City Council's sustainability strategy by implementing working practices and procedures that ensure a sustainable approach to the use of resources and that resources are disposed of in a sustainable way.

### **3.0 SUPERVISION RECEIVED**

#### **3.1 SUPERVISING OFFICER JOB TITLE:**

JOB NO:

#### **3.2 LEVEL OF SUPERVISION**

1. Regularly supervised with work checked by supervisor.
2. Left to work within established guidelines subject to scrutiny by supervisor.
3. Plan own work to ensure the meeting of defined objectives.

### **4.0 SUPERVISION GIVEN** (excludes those who are INDIRECTLY supervised i.e. through others)

#### **Supervision Received**

#### **4.1 Supervising Officer Job Title: GR6**

#### **4.2 Level of Supervision**

Plan own work to ensure the meeting of defined objectives.

**Supervision Given** (excludes those who are **indirectly** supervised i.e. through others).

Matrix basis to wider Revenues Team including Team Managers.

## 5.0 SPECIAL CONDITIONS

### **Special Conditions**

- ☐ This vacancy is exempt from the Rehabilitation of Offenders Act
- ☐ A Criminal Records Bureau check will be undertaken
- ☐ This post is politically restricted

The office base will be in accommodation allocated to the Resources Directorate the location of which is subject to change from time to time. The majority of work will be based in offices within the City Centre, with visits to other offices and organisations about the City as and when required.

A 36.5 hour working week with flexible hours is in operation. The office hours may be subject to adjustment as may be necessary having regard to the requirements of the service.

**"Right to work in the UK documentation will be fully checked for all applicants. All non UK and EU applicants are required to apply for a certificate of sponsorship from Birmingham City Council and must be approved by the UKBA before any employment offer can be confirmed."**

Observance of the **City Council's Equal Opportunities Policy** will be required.

### Person Specification

**JOB TITLE:** Revenues Section Manager      **GRADE:** GR5 *\*(consultation grade - subject to formal evaluation under the Pay Equity Review)*

**DIRECTORATE:** Council Management      **DIVISION:** Revenues and Benefits

**DEPARTMENT:** Revenues

### **Method of Assessment**

**AF = Application Form I = Interview T = Test or Exercise P = Presentation**

CRITERIA	ESSENTIAL	METHOD OF ASSESSMENT
<b>EXPERIENCE</b>	1. Management experience, including management of staff, organisation of work and priorities.	A F / I
	2. Experience of work planning including the setting of priorities.	A F / I
	3. Experience of managing employees including employee relations, staff development, performance, attendance, grievance and disciplinary issues.	A F / I
	4. Extensive knowledge of Revenues legislation and regulations.	A F / I
	5. Experience of dealing with other departmental managers, MP's, Elected Members	A F / I
	6. Experience of producing management reports	A F / I
	7. Experience of implementation of successful organisational change	A F / I
<b>EXPERIENCE</b>	8. Experience of financial management	A F / I
<b>SKILLS &amp; ABILITIES</b> (e.g. written communication skills, dealing with the public)	9. Preparation and presentation of reports to Elected Members, Chief Officers and Senior Management.	A F / I / T / P

etc.)

10. Excellent written and verbal communication skills including the ability to communicate complex issues.

A F / I / T / P

CRITERIA	ESSENTIAL	METHOD OF ASSESSMENT
	<p>11. Support and application of the Council's Equal Opportunities policy, and other relevant policies and strategies adopted by the Revenues Service.</p> <p>12. The ability to consistently produce accurate work.</p> <p>13. An ability to fulfil all spoken aspects of the role with confidence using the English Language as required by <b>Part 7 of the Immigration Act 2016</b></p>	<p>A F / I</p> <p>A F / I</p> <p>I</p>
<b>Training &amp; Development</b> (e.g. either undertaken or willing to undertake)	<p>14. Undertaking training and the delivery of training as necessary.</p>	<p>A F / I</p>
<b>Education / Qualifications</b> N.B. Full regard must be paid to overseas qualifications		