

**Job Description**

**Revenues & Enforcement Manager**

*Draft*

*Date: May 2021*

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| **Job Evaluation Reference Number – A xxx** | **HR USE ONLY** |

**POST:** Revenues & Enforcement Manager

**SERVICE:** Revenues, Benefits & Customer Service

**SECTION:** Revenues & Benefits

**BAND:** 9

**REPORTS TO:** Shared Services Revenues & Benefits Manager

**DIRECT REPORTS :** Senior Revenues Officers

Senior Billing & Compliance Officer

Senior Business Rates Officer

Enforcement Arm

**TYPE:** 1) Hot desking or Agile/Mobile Working

All Council posts are subject to National Joint Council (NJC) conditions of service.

Basildon Borough Council is committed to safeguarding and promoting the welfare of children and adults, and expects all employees, contractors and volunteers to share its commitment to prevent abuse, harm or exploitation.

Please note that the Council applies a robust recruitment vetting process.

Please note that this post is subject to Department of Works and Pensions (DWP), Protection of National Infrastructure conditions, which means that the post holder will be required to undergo further vetting processes to ensure compliance.

Please note that this post will require a standard Disclosure and Barring Certificate.

**MAIN PURPOSE**

This post is responsible for managing and ensuring the quality and accuracy of the administration and collection of Council Tax, Business Rates, Sundry Debtors and the delivery of an enforcement arm. The post forms part of the Revenues, Benefits & Customer Services Management Team working to promote and implement an integrated, cost effective and efficient means of Revenues and Benefits service delivery.

**GENERAL INFORMATION**

The Revenues and Benefits Service administers the billing and collection of Council Tax, Business Rates liabilities and corporate debt, the assessment of Housing Benefit and the Local Council Tax Support (LCTS) scheme. The Service is responsible for ensuring that benefits are paid timely and accurately and that the tax base is protected.

This post has an integral part to play in managing the culture of the Revenues & Enforcement Section and as a senior manager contributes to the wider aims of the service and the organisation as a whole.

The Revenues & Enforcement Manager reports to the Shared Services Revenues & Benefits Manager and has specific responsibility for the provision of a comprehensive range of billing, collection and enforcement services. This includes account processing, caseload management, fraud prevention and detection and quality management.

Excellent team working and partnership skills are an integral part of the role in order to develop and maintain a variety of relationships. As a member of the Revenues, Benefits & Customer Services management team is expected to contribute to overall direction of the Revenues, Benefits & Customer Service as a whole.

The post holder provides advice to the Shared Service Revenues & Benefits Manager on revenues and enforcement matters and are required to ensure that policies and procedures are adhered to and that Legalisation are followed.

Maintaining the quality and integrity of Revenues administration is crucial to ensuring that the council is acting lawfully, responsibly and equitably.

The postholder must work with other senior managers and elected members to ensure that all staff are aware of the importance of maintaining an effective service. The Revenues & Enforcement Manager is required to seek constant improvement in the service through efficiencies and by adopting a positive approach to opportunities for shared service provision where this will be to the benefit of Basildon Council, its partners and stakeholders.

**MAIN DUTIES**

1. Manage the day-to-day operation of the Revenues & Enforcement Section, whilst seeking to promote efficiency and continuous improvement.
2. Member of the Revenues, Benefits & Customer Services management team, promoting a cross-cutting way of working to deliver an integrated Revenues, Benefits and Customer Service.
3. To act as a deputy for the Shared Services Revenues & Benefits Manager and matrix manage across the entire Revenues, Benefits & Customer Services department.
4. Performance management, including service performance and staff management within the Revenues & Enforcement Section in accordance with the corporate timetable, with outcomes followed-up and ensuring that performance is reviewed on a regular basis.
5. Liaison with the relevant government bodies and other internal and external stakeholders including other Councils and Departments of the Councils.
6. To act as an advocate for the council in implementing new schemes, such as CTR, as well as other reliefs, grants, discounts and exemptions.
7. To support at committees, boards and relevant working groups on behalf of Basildon Council and shared service partners where required.
8. To liaise with the Shared Service Revenues & Benefits Manager and key stakeholders, ensuring that information is reconciled, accurate and available to facilitate government returns and to enable responses to audit recommendations and corporate actions.
9. To ensure that administration, relief, grant, discount and exemption application forms, decision notices, letters are designed to promote efficient communications and processing, promoting digital access through our customer portal to staff, residents and partners.
10. Interpret new legislation and policy developments, to evaluate and implement consequential implications for systems and resources and to agree training requirements.
11. To be accountable for ensuring that good quality and accurate collection, enforcement and debt advice, information and guidance is available and accessible to our staff, residents and partners.
12. To ensure that callers, correspondence or interviews raising matters of a complex or technical nature are dealt with efficiently and effectively by appropriately trained and experienced staff or by personal attention where necessary.
13. To attend and present benefits and council tax appeal cases, on an ad-hoc basis, at either the Tribunal service or the Upper Tribunal Service.
14. To attend user groups, working parties and seminars where participation will be in the interests of the Revenues, Benefits & Customer Service or the wider interests of the council.
15. To ensure that the collection expenditure is reconciled whilst working with internal and external audit to maximise income for the authority and shared service.
16. Ensure that use of Local Authority and Government systems and communications with DWP through the Customer Information System (CIS) or its equivalent are properly implemented and undertaken by the relevant staff in accordance with agreed procedures.
17. To fulfil the responsibilities of Authorising Officer in terms of applications for surveillance made under The Regulation of Investigatory Powers Act 2000 and to appear at court or at the Investigatory Powers Tribunal, in connection with any proceedings regarding the same.
18. You must ensure that you comply at all times with the General Data Protection Act**,** relating to personalinformation held by the Council. Any employee who mis-uses, accesses or discloses personal data relating to a living individual without checking that it is to be used for an authorised purpose relevant to the Authority, may be prosecuted in a Criminal Court, as well as facing disciplinary action
19. Any other duties appropriate to the post: These other duties must be equivalent to or below the salary and status of the role and, where appropriate, under the Equality Act 2010, due consideration must be given to any employees with a “protected characteristic”
20. Undertake all the duties within the framework of Equal Opportunities
21. You must cooperate in all matters relating to Health and Safety and implement all procedures for your job role. The identification of Health and Safety related risks within the working environment must be highlighted to your management

**PERSON SPECIFICATION**

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| **Position Title:** | Revenues & Enforcement Manager | **Date Prepared:** | 13/05/2021 |
| **Department:** | Revenues & Benefits | **Band:** | 9 |

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| **AF= Application Form** **I = Interview T= Test** |

|  | **REQUIREMENTS** | **Essential** | **Desirable** | **Assessed** |
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| **1.** | **EXPERIENCE AND KNOWLEDGE (**✓ either essential or desirable) |  |  |  |
| 1.1 | Experience of working in a supervisory role in a busy Revenues & Enforcement Section or in an equivalent environment | ✓ |  | **AF/I** |
| 1.2 | Experience in Leadership of a multi-disciplinary team, demonstrating excellent communication, management and interpersonal skills | ✓ |  | **AF/I** |
| 1.3 | A strong track record in performance management and the meeting of targets | ✓ |  | **AF/I/T** |
| 1.4 | Track record in management experience, incorporating successful management of people and resources in a climate of legislative and organisational change | ✓ |  | **AF/I/T** |
| 1.5 | Experience of producing reports on complex issues and responding quickly to new initiatives within tight deadlines | ✓ |  | **AF/I/T** |
| **2.** | **COMPETENCIES** |  |  |  |
| 1.2 | **LEADING AND SUPERVISING**   1. Provides others with clear direction 2. Sets appropriate standards of behaviour 3. Delegates work appropriately and fairly 4. Motivates and empowers others 5. Provides staff with development opportunities and coaching 6. Recruits staff of a high calibre | ✓ |  | **AF/I** |
| 2.2 | **ADHERING TO PRINCIPLES AND VALUES**   1. Upholds ethics and values 2. Demonstrates integrity 3. Promotes and defends equal opportunities, builds diverse teams 4. Encourages organisational and individual responsibility towards the community and the environment | ✓ |  | **AF/I** |
| 3.2 | **PERSUADING AND INFLUENCING**   1. Makes a strong personal impression on others 2. Gains clear agreement and commitment from others by persuading, convincing and negotiating 3. Promotes ideas on behalf of self or others 4. Makes effective use of political processes to influence and persuade others | ✓ |  | **AF/I** |
| 4.2 | **APPLYING EXPERTISE AND TECHNOLOGY**   1. Applies specialist and detailed technical expertise 2. Develops job knowledge and expertise through continual professional development 3. Shares expertise and knowledge with others 4. Uses technology to achieve work objectives 5. Demonstrates appropriate physical co-ordination and endurance, manual skill, spatial awareness and dexterity 6. Demonstrates an understanding of different organisational departments and functions | ✓ |  | **AF/I** |
| 6.2 | **DELIVERING RESULTS AND MEETING CUSTOMER EXPECTATIONS**   1. Focuses on customer needs and satisfaction 2. Sets high standards for quality and quantity 3. Monitors and maintains quality and productivity 4. Works in a systematic, methodical and orderly way 5. Consistently achieves project goals | ✓ |  | **AF/I** |
| 7.2 | **COPING WITH PRESSURES AND SETBACKS**   1. Works productively in a high pressure environment 2. Keeps emotions under control during difficult situations 3. Balances the demands of work life and personal life 4. Maintains a positive outlook at work 5. Handles criticism well and learns from it | ✓ |  | **AF/I** |
| **3.** | **EDUCATION AND TRAINING** |  |  |  |
| 3.1 | IRRV qualified/member or other relevant qualification and evidence of continuing professional development – or willing to study for it | ✓ |  | **AF/I** |
| 3.2 | Educated to GCSE level or equivalent, indicating an aptitude for mathematics and English language | ✓ |  | **AF/I** |
| 3.3 | If DBS / BD or MOU is needed –  A satisfactory DBS / BD and MOU certificate will be required  Please use link to check if DBS is required <https://www.gov.uk/find-out-dbs-check> | ✓ |  |  |