Shared Revenues Partnership
Job Description: K02c

Team Leader - Revenues and Inspection

Main Purpose of Job

Responsible for the day to day management of a team within the Revenues and Inspection area of the Shared Revenues Partnership, reporting directly to the Revenues and Inspection Manager. Ensuring day to day activities necessary for the efficient and effective collection of Council Tax, Non-Domestic Rates and Housing and Council Tax Benefit Overpayments are administered efficiently and accurately and to agreed service standards and policies and procedures for each of the Local Authorities.

Main Duties

1. Responsible for the day to day leadership and management of shared services staff within a team including allocation of workloads, quality control, performance monitoring, health and safety, generating management information and meeting different Audit key controls for each authority.

2. Responsible for all aspects of employee management up to and including informal disciplinary action. Manage employee performance to ensure an efficient and effective Revenues and Inspection service - maintaining accounts, following up non-payment, tackling and preventing fraud and maximising the Council Tax and Non-Domestic yield through the identification of new properties.

3. Monitor and Interpret revenues legislation to ensure compliance, development and implementation of new working practices, including updating and control of procedure manuals and website content.

4. Utilise extensive legislative knowledge to make decisions and respond to enquiries of a more complex or sensitive nature received from customers and/or their representatives, professional bodies and solicitors.

5. Liaise with and provide advice and guidance to other Council departments (across all partner authorities) external agencies, Governments bodies, organisations, stakeholders, Audit, Members and colleagues on all matters relating to Revenues and Inspection. Including investigating and providing detailed information in respect of complaints and Freedom of Information requests.

6. Make decisions on recovery action in order to maximise collection of Council Tax, Non-Domestic Rates and Housing Benefit Overpayments. In absence of the Court Officer,

represent the Local Authority in court, including preparation of all relevant evidence and service of documents as required.

7. Responsible for the preparation and completion of Government returns, such as the NNDR 1 & 3 including forecasting of changes in rateable values, appeals and business growth to maximise business rates retention for each Local Authority, within specified deadlines during the year. Making recommendations in respect of rate relief applications and S44a applications working within the different policies and procedures of each Local Authority.

8. Responsible for the monitoring and control of the service provided by external collection agencies in respect of unpaid Council Tax, Non-Domestic Rates and Housing Benefit overpayments, including being accountable for granting the approval for the removal of goods by the participating authorities appointed Enforcement Agents.

9. Responsible for the preparation of appropriate records and cases for tribunals and represent the shared service in any such proceedings and at meetings, seminars and user groups as appropriate.

10. Responsible for the checking and authorisation of refunds, special payments, payments of interest, identification of irrecoverable debts, including preparation of documents for write-offs associated with the Revenues and Benefits functions in accordance with the procedures and guidelines of the participating authorities, providing reports and updating systems as required.

11. Deputise for the Revenues and Inspection Manager as required.

12. Such variations as may be required from time to time without changing the general character of the duties shown above or the level of responsibility entailed.

Person Specification –K02c

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ATTRIBUTES	ESSENTIAL	DESIRABLE	METHOD OF ASSESMENT
Qualifications	2 A-levels, an ONC/OND or a Level 4 and or 3 years qualitative experience	Full or part IRRV qualification	Written submission Certificates
Relevant experience	Previous experience in a billing/collection or recovery environment In depth knowledge of Revenue legislation Experience in successfully leading and managing staff through a period of change Experience of delivering successful innovative and creative solutions to their service area to improve quality and efficiency Experience of improving performance within teams to achieve key targets Experience of contributing to statutory and benchmarking returns	Experience of representing Local Authorities in court and tribunal processes Experience of representing Local Authorities in bench marking exercises Knowledge of Business improvement District Legislation, billing and collection Knowledge of Housing Benefit and associated legislation Experience of all aspects of staff management including performance management, appraisals and attendance	Application form/interview
Specialist knowledge	Ability to interpret Revenues legislation and deal with complex and contentious issues Experience of using Revenues and Benefits software Knowledge and awareness of the needs of vulnerable people. Demonstrate a sound understanding of equal opportunities and diversity		Application form / interview

	issues in relation to employment and service delivery		
Personal skills	Ability to lead, motivate and develop staff in a performance focused culture Demonstrate a customer focused and responsive approach that improves service delivery Demonstrate effective presentation and communication skills Demonstrate the ability to work in partnership with other council departments, external agencies, stakeholders and colleagues Ability to manage to tight deadlines Ability to negotiate and mediate effectively Develop cohesive teamwork		Application form Interview
Special working conditions	Willingness to work outside normal office hours when required to ensure deadlines are met and a high quality service delivered Work over more than 1 location as required Able to travel to sites including rural locations without public transport A basic disclosure from Disclosure Scotland is required for this post.		