**Digital and Customer Services Directorate JOB DESCRIPTION**

**JOB TITLE:** Revenues Team Manager **GRADE:** GR4*(consultation grade - subject to formal evaluation under the Pay Equity Review)*

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

**DEPARTMENT:** Revenues Service

# JOB PURPOSE

1. To manage a team of staff responsible for the prompt, accurate and efficient billing, collection, and enforcement of Local Taxation charges, in accordance with legislation, City Council policies and procedures, and to meet required targets.

# DUTIES AND RESPONSIBILITIES

1. To be responsible for the management and supervision of the team to ensure that collection of Local Taxation Charges for the City Council is maximised.
2. To develop members of the team with reference to everyone’s welfare, discipline, performance, and personal development.
3. To work with other managers and assist in achieving corporate objectives and to contribute to initiatives, including actively working on projects.
4. To apply all City Council and Departmental policies including Anti-Poverty, Customer Focus, Health and Safety and Managing Absence and policy and procedures on Disciplinary, Grievance and Harassment, and to promote, adhere to and implement the City Council's policy of equality of opportunity within your section/division and within the department generally.
5. To ensure that all relevant information is communicated effectively to both the team and to senior managers.
6. To participate in the management of Revenues, including assisting in the preparation of work plans, attending meetings and team briefings.
7. To control, allocate and monitor the work of the team and to be responsible for the development, achievement, and maximising of performance targets.
8. To manage and monitor the quality of work undertaken on the Team including using the Division's Quality Control system.
9. As applicable to the role held, to assist in and make recommendations for the write-off of accounts in line with agreed policy, standing orders and procedure. To assist with the monitoring of performance of partners and agents, e.g. Bailiffs, Valuation Office Agency, Service Birmingham etc and resolve operational issues. Also, to assist with the preparation of information for Cabinet and other member reports, Government returns and the City's annual Tax Base.
10. To recruit and select staff.
11. To communicate, liaise and represent the Division, as necessary, with other sections and departments within the City Council and with outside organisations, other third parties, stakeholders, and customers.
12. To reply to correspondence and assist with replies to complaints and sensitive correspondence, for example, MPs and Councillor letters.
13. Contribute to the City Councils Sustainability Strategy by being aware of the resources required to undertake this work and making sure that resources are not wasted and disposed of in a sustainable way.

**Title of post to which** Revenues Section Manager

# this normally reports:

**Staff supervised:** Approximately 15 Revenues Officers.

**Special Conditions:** Where the situation demands, and subject to appropriate

consultation, you may be transferred to other duties commensurate with your grade, ability, and experience.

**Other Details:** The office base is flexible to home working or office working,

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.

Also, some of the teams managed may include Staff working from home or Mobile Workers.

# Person Specification

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| **Directorate:** | Digital and Customer Services | **Division:** Revenues & Benefits |

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| **Criteria** | **Essential** | **Method of Assessment** |
| **Experience** | 1. Experience and knowledge of Revenues Regulations. 2. Experience of management, including management of staff, work, and resources. 3. Experience of work planning including the setting of priorities. 4. Experience of producing management reports. | A F / I A F / I A F / I  A F / I |
| **Skills & Abilities** (e.g. written communication skills, dealing with the general public etc.) | 1. Good verbal and written communication skills. 2. Good Organisational skills to meet targets, priorities, and deadlines. 3. Preparation and monitoring of work programmes in line with the Revenue Team’s requirements. 4. The ability to work well as part of a team and with minimum supervision alone. 5. The ability to consistently produce accurate work. 6. An ability to fulfil all spoken aspects of the role with confidence using the English Language as required by Part 7 of the Immigration Act 2016. | A F / I / P  A F / I A F / I  A F / I A F / I  I |
| **Training and Development** | 11. Undertaking training and the delivery of training in respect of Revenues subjects, systems, and workflow as necessary. | A F / I |
| **Other** | 12. Support and application of the City Councils equal opportunities policy and other relevant policies and strategies  adopted by the division. | A F / I |

**Method of Assessment**

**A F – Application Form I – Interview P - Presentation**