



Role Profile

Revenues Manager			
Reference No.	A5063	Type	Individual
Service	Customer & Online Services		
Job Family	Customer Service/ Contact Centre	Grade	FC10

Purpose
<p>Leading, managing and developing complex multi-purpose and specialist Revenue teams.</p> <p>Leading on specialist Revenue and Benefits areas and ensuring income maximisation is at the core of service delivery for our customers, businesses and the Council, while ensuring all income and expenditure is assessed correctly and payments collected.</p> <p>Implementing legislation, guidance and procedures to correctly assess financial circumstances that will maximise welfare and benefits for customers.</p> <p>Ensuring the delivery of a consistent, professional, high quality and customer focussed service which promotes and implements the Council's aims and values.</p> <p>Contributing to the development of policy and designing strategies to deliver services for customers and managing strategic partnership relationships with Services, Directorates and third-party agencies.</p>

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Task or Responsibility - For this role, there is an expectation that all, or a combination, of the following will be undertaken:	Person Specification: Skills, Knowledge, Qualifications or Experience - Criteria can apply to more than one task or responsibility	E	D
<p>Leading, managing and developing complex, multi-purpose and specialist Revenue Service Teams.</p> <p>Acting as a strategic lead for one or more of the following:</p> <ul style="list-style-type: none"> • Financial Wellbeing (Welfare & Benefits) • Council Tax • Scottish Welfare Fund • Non-Domestic Rates • Income Recovery (Sundry Debt) 	<p>Educated to SCQF level 9 or equivalent experience.</p> <p>IRRV and/or CMI Qualification obtained through study</p> <p>Extensive experience within a customer facing and revenues based environment</p> <p>Considerable people and resources management experience</p>	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>	<p>✓</p>
<p>Leading on specialist Revenue Service areas, strategically and operationally, making sure that strategies and priorities are set, service levels are maintained and improved and that customer needs are met while delivering agreed outcomes.</p>	<p>Able to think strategically with experience of translating strategy into deliverable plans</p>	<p>✓</p>	
<p>Ensuring a co-ordinated business focussed approach to service delivery while sustaining high quality customer focused services.</p>	<p>Extensive experience of shaping and delivering services for customers/communities</p>	<p>✓</p>	
<p>Providing professional Revenue Service leadership, guidance, advice and support to a range of complex multipurpose and specialist teams through personal and team development, coaching, managing attendance, performance and conducting and promoting knowledge sharing across teams while delivering leadership through behaviours.</p>	<p>Experience of supporting staff development</p> <p>Ability to use corporate systems and manager self service</p>	<p>✓</p> <p>✓</p>	
<p>Managing Revenues Lead Officers by providing advice and direction on work-related issues according to legislation and Council policy.</p>	<p>Staff development experience</p> <p>Performance Management skills</p>	<p>✓</p> <p>✓</p>	<p>✓</p>

E = Essential Criteria D = Desirable Criteria

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Developing and realising the full potential of employees through effective objective setting, performance management and skills development to ensure high standards of service delivery.	People Management Skills	✓	
Leading a performance management culture that drives continuous improvement and best value across the Service and partner Services.			
<p>Ensuring the effective management of devolved capital and revenue budgets, in accordance with the Council Financial policies, Scheme of Delegation, regulation, legislation, etc.</p> <p>Leading a co-ordinated service focussed approach to the provision of customer facing services while planning, delivering and maximising the efficient and effective use of physical, financial and staff resources.</p> <p>Leading on the collection of Council revenue e.g. Council Tax, Rent, Business Rates.</p>	Financial Management skills	✓	
Taking responsibility for all devolved customer management related issues, e.g. corporate complaints, customer service standards, performance standards, information management etc.	Experience dealing with complex and competing customer or service demands	✓	
Providing support for continuous review, improvement and development, implementing changes to where appropriate to	Organisational Skills	✓	

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management and operational structures in line with changing objectives and resources.			
Leading in the development and implementation of new welfare and support ideas and best practices across service boundaries ensuring front-line employees in a culture of customer service excellence	Planning Skills	✓	
Leading the development and implementation of key strands of legislation in conjunction with external bodies such as DWP and Scottish Government.	Resource Management skills Experience of Cross Service/multi-agency working	✓	✓
Managing the transition and implementation of services, strategies and initiatives from a corporate or Service based delivery function to designated area and thereafter assume operational responsibility.			
Leading on performance development and delivery, monitoring and evaluating outcomes.	Quality Management skills	✓	
Supporting the Head of Service by developing strategies and practices which support the Service's aims and values and the Council's Customer Management strategy.			
Developing, fostering and managing sustainable working relationships with elected members and effectively manage the link role between elected members and Services in the provision of high quality sustainable services.	Leadership Skills	✓	

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Promoting effective partnerships and work across the Service and partner organisations to ensure a shared understanding and commitment to quality service delivery.	Ability to develop and lead communication to a wide range of stakeholders outside and within the organisation	✓	
Managing of all health & safety issues, ensuring compliance with appropriate legislation and regulations			
Ensuring compliance at all times with the Council's Financial Regulations and Standing Orders, and the Scheme of Delegation			
Ability to undertake 'out of hours' working if required.			
Ability to travel across Fife.			
Undertaking all other duties as required for the role. Duties will be in line with the grade.			

Additional tasks or responsibilities – this is a generic role, however this particular job may also require you to undertake the following:			
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Job Title (Specialists Tasks)			

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Type of Protection of Vulnerable Groups Scheme (PVG Scheme) or Disclosure Check required

Before confirming appointment: You may be required to obtain PVG scheme membership or a Disclosure check. Please refer to the job advert for clarification of the specific requirement.

Additional Information – the following information is available:

- Skills Framework (if applicable)
- **How** we work matters

Expected Behaviours

Every council employee is expected to lead the way by making decisions and behaving in ways that uphold our community commitments and values.

Please refer to How We Work Matters Guidance to learn more.