

REVENUES TEAM MANAGER

Reference No.	G047.01	Type	Generic
Service	Revenue & Commercial Services		
Job Family	Team Manager 2	Grade	FC9

Purpose

Overall management and leadership responsibility for one of four Revenues Teams.

To monitor and control the service delivery, service improvement, and sustainability of specific areas of the Revenue's service as required.

To contribute to the preparation, implementation and review of policy as a key part of Revenues Services.

To ensure income maximisation is at the core of service delivery for both Customer and Fife Council.

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>Managing and leading in the delivery of the following areas in relation to Revenues:</p> <p>All Financial and Non-Financial Assessments to ensure maximisation of income to both the Council and customer.</p> <p>Collection of all income owed to the Council.</p> <p>Tenancy sustainment for Council tenants and for those in receipt of Housing Benefit.</p> <p>Partnership Working with internal and external partners/agencies.</p>	<p>Extensive experience within Revenues Services</p> <p>Knowledge of standards across functional areas</p> <p>Educated to SCQF level 8 which includes HND or SVQ level 4 or equivalent and/or relevant recognised professional qualification or equivalent experience</p> <p>Ability to provide a regular and effective service</p>	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>	

Role Profile

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Lead on the development of strategies and practices which support the Service's aims and values, all in accordance with appropriate policies and guidance, e.g. Corporate Debt.	In depth understanding and knowledge of effective medium and long term strategies to deliver organisational goals (Deliver results - See 'How We Work Matters' Framework) Knowledge of Council regulations Knowledge and awareness of national initiatives, regulation and legislation	✓ ✓ ✓	
Take lead role in developing and realising the full potential of employees through effective objective setting, performance management and skills development, ensuring high standards of service delivery and effective use of resources across all areas of the Service.	Supervisory skills Experience of effective management of performance Experience of objective setting and monitoring	✓ ✓ ✓	
Assist the Service Manager to continually review, improve, develop and implement changes for operational and strategic processes in line with changing objectives and resources, including use of mobile technology.	Evidence of effectively managing change Experience of managing conflict and distress (Take ownership) IT skills (Embrace technology and information)	✓ ✓ ✓	

E = Essential Criteria D = Desirable Criteria

Role Profile

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Promoting and participating in effective partnerships e.g. DWP, Working across the Service and with internal and external partners and organisations, ensuring a shared understanding and commitment to quality service delivery.	Experience of participation in effective partnership working Comprehensive understanding of local government and partnership working		✓
Implementing effective means of communication and problem solving, ensuring that all results are analysed and applied to promote and maintain high standards of service delivery.	Effective project management skills Time management skills Workload awareness	✓ ✓ ✓	
Providing appropriate advice and support Team and Senior Management at both a strategic and operational level.	Broad knowledge of revenues functions	✓	
Representing the Service as required on both, internal and external working groups, external agencies, e.g. COSLA, IRRV.	Experience of participation in effective multi agency working (Work together)	✓	
Responding to the Council's corporate complaints procedures and engaging and working with MP's, MSP's and councillors in respect to constituents' queries/complaints. Look to enhance customer care strategies including developing approaches to consult and engage with service users to ensure their aspirations from a Revenues service is being met.	Experience of customer engagement and customer care (Focus on customers)	✓	
Act as focal point for team with regard to audit and quality control of performance.	Experience of carrying out audits and quality assurance		✓
Undertaking all other duties as required for the role. Duties will be in line with the grade.			

Role Profile

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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Type of Protection of Vulnerable Groups Scheme (PVG Scheme) or Disclosure Check required				
Type of Protection of Vulnerable Groups (PVG) or other Disclosure check (choose only one).	PVG Children <input type="checkbox"/>	PVG Protected Adults <input type="checkbox"/>	PVG Both <input type="checkbox"/>	None <input type="checkbox"/>
	Basic Disclosure <input checked="" type="checkbox"/>	Standard Disclosure <input type="checkbox"/>	Enhanced Disclosure <input type="checkbox"/>	

Additional Information – the following information is available:
<ul style="list-style-type: none"> • Skills Framework (if applicable) • How we work matters

Expected Behaviours – It is essential that you display the following behaviours as they are expected of all our employees:
<ul style="list-style-type: none"> • Take Ownership • Focus on Customers • Work Together • Embrace Technology & Information • Deliver Results