

REVENUES LEAD OFFICER

| | | | |
|---------------|--------------------------------|--------------------|---------|
| Reference No. | A3938 | Generic/Individual | Generic |
| Service | Finance and Corporate Services | | |
| Job Family | Para-professional | Grade | FC7 |

Purpose

To provide operational day to day management and supervision of a team within the Council's Revenue's Service to sustain tenancies and maximise income for both the Council and its customers by effective quality assurance.

Interpret and implement legislation to ensure regulations guidance and procedures are followed correctly by staff regarding property and financial circumstances in order for service delivery to be maintained and targets set and monitored.

Act as the lead professional supporting revenues services across the council and external stakeholders

Task or Responsibility - For this role, there is an expectation that all, or a combination, of the following will be undertaken:

Act as the lead in one or more of the following specialist functions:

- Housing Benefit/Council Tax Reduction
- Council Tax Billing
- Council Tax Collection and recovery
- Education Benefits
- Discretionary Housing Payment
- Assessment billing and recovery of Business Rates

Person Specification: Skills, Knowledge, Qualifications or Experience - Criteria can apply to more than one task or responsibility

HND/ Degree in a finance or business management and/or relevant recognised professional qualification or equivalent

Considerable experience within Revenues Services

Demonstrate knowledge of the standards and various processes across Revenues functional areas

E

D

✓

✓

✓

Role Profile

| | | | |
|--|---|--|--|
| <p>Assessment billing and recovery of BIDs Sundry Debt collection and recovery Long Term Care Financial Assessment Rents tenancy sustainment, collection and recovery Housing Benefit Overpayments billing, collection and recovery Former tenant arrears collection and recovery Temporary Accommodation and Income Maximisation (TAIM) collection Partnership Working with internal and external partners/agencies.</p> | | | |
| <p>Contributing to the development of strategies and practices which support the Service's aims and values, all in accordance with appropriate policies and guidance.</p> | <p>Broad understanding and knowledge of effective medium and long term strategies to deliver organisational goals. (Deliver results - See 'How We Work Matters' Framework)</p> | <p>✓</p> | |
| <p>Leading the development of 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.</p> | <p>Ability to supervise and lead a team</p> <p>Experience of leading a team through a period of transformational change</p> <p>Ability to implement effective management and manage team performance</p> <p>Ability to monitor and set both personal and team objectives</p> <p>Knowledge of budget and resource constraints affecting the organisation</p> | <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> | |
| <p>Reviewing, improving, developing and implementing changes to operational processes in line with changing objectives and resources,</p> | <p>Evidence of effectively managing change</p> | <p>✓</p> | |

| | | | |
|--|--|----------------------------|-------------------|
| <p>including use of mobile technology. Consultation with Manager for specific advice and direction as required.</p> | <p>Experience of managing conflict and distress</p> <p>Experience in project management</p> <p>IT skills (Embrace technology and information)</p> | <p>✓</p> <p>✓</p> <p>✓</p> | |
| <p>Promoting effective partnerships, working across the Service and with partner services and organisations, ensuring a shared understanding and commitment to quality service delivery.</p> | <p>Track record of participation in effective partnership working</p> <p>Comprehensive understanding of local government and partnership working</p> | <p>✓</p> | <p>✓</p> |
| <p>Implementing effective means of communication with a full range of stakeholders, adopting problem solving skills to facilitate change. Ensuring results and reports are analysed and applied to promote and maintain high standards of service deliver.</p> | <p>Effective project management skills</p> <p>Time management skills</p> <p>Workload awareness.</p> | <p>✓</p> <p>✓</p> <p>✓</p> | |
| <p>Providing appropriate advice and supporting Team and Senior Management at both a strategic and operational level.</p> | <p>Broad knowledge of revenues functions</p> <p>Knowledge of strategic issues affecting the Service</p> | | <p>✓</p> <p>✓</p> |
| <p>Representing the Service as required on both, internal and external working groups, external agencies such as CARF, Welfare Reform, DWP.</p> | <p>Track record of participation in effective multi agency working (Work together)</p> | | <p>✓</p> |
| <p>To participate in and lead Revenues and Shared Services Service Improvements undertaking investigation and analysis, ensuring cost effectiveness /efficiencies are made and implemented using proven project management methodology.</p> | <p>Track record of participation in effective service improvements.</p> <p>Comprehensive understanding of project management methodology.</p> | <p>✓</p> | <p>✓</p> |

Role Profile

| | | | |
|---|--|---|---|
| <p>Complying at all times with the Council's Financial Regulations and Standing Orders, the Scheme of Delegation within Revenue's service.</p> | <p>Knowledge of Council regulations</p> | | ✓ |
| <p>Responding to the Council's corporate complaints procedures and engaging and working with MP's, MSP's and councillors in respect of 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 are being met.</p> | <p>Knowledge and awareness of national initiatives, regulation and legislation</p> | ✓ | |
| <p>Taking responsibility for the audit and quality control of performance.</p> | <p>Track record of customer engagement and customer care (Focus on customers)</p> | | ✓ |
| | <p>Experience of carrying out audits and quality assurance</p> | | ✓ |
| <p>Undertaking all other duties as required for the role. Duties will be in line with the grade.</p> | | | |

Role Profile

| 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 checked="" type="checkbox"/> | None <input type="checkbox"/> |
| | Basic Disclosure X | Standard Disclosure <input type="checkbox"/> | Enhanced Disclosure <input type="checkbox"/> | |

Additional Information – the following information is included in appendices:

The following information is included in appendices:

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

You will be expected to work in any location or in any Service of the Council providing support as and when required to achieve the overall aims of the organisation.

Expected Behaviours – It is essential that you display the following behaviours as they are expected of all our employees:

- Take Ownership
- Focus on Customers
- Work Together
- Embrace Technology & Information
- Deliver Results