

REVENUES LEAD OFFICER

Reference No.	G046.01 (2)	Type	Generic
Service	Revenue & Commercial Services		
Job Family	Para-professional 5	Grade	FC7

Purpose

To provide day to day operational management and supervision of a team within the Council's Revenue's Service.

To monitor the workflow and quality of work being delivered that will sustain tenancies and maximise income for both the Council and its customers.

Ensuring legislation, regulations and procedures are followed correctly by staff regarding property and financial circumstances ensuring service delivery is maintained and targets set and monitored.

To contribute to the preparation, implementation and review of policy and practice as a key part of Revenue's Services.

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
Leading the effective delivery of the following areas in relation to Revenues: <ul style="list-style-type: none"> All Financial and Non-Financial Assessments to ensure maximisation of income to both the Council and customer. Income Collection. Collection of arrears owed to the Council. Tenancy sustainment for Council tenants and for those in receipt of Housing Benefit. 	Considerable experience within Revenues Services Educated to SCQF level 8 which includes HND or SVQ level 4 or equivalent in a finance or business management and/or relevant recognised professional qualification or equivalent	✓ ✓	

Role Profile

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<ul style="list-style-type: none"> Partnership Working with internal and external partners/agencies. Contributing to the preparation, implementation and review of policy and practice as a key part of Revenue's Services. 	<p>Knowledge of the regulations, standards and various processes across Revenues functional areas</p> <p>Knowledge and awareness of national initiatives, regulation and legislation</p>	<p>✓</p> <p>✓</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>Knowledge of Council regulations</p> <p>Knowledge and awareness of national initiatives, regulation and legislation</p>	<p>✓</p> <p>✓</p>	<p>✓</p>
<p>Assisting the Team Manager 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.</p>	<p>Ability to supervise and lead a team</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>✓</p> <p>✓</p> <p>✓</p>	<p>✓</p>

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Supporting the Team Manager to continually review, improve, develop and implement changes to operational processes in line with changing objectives and resources, including use of mobile technology.	Experience of effectively managing change Experience of managing conflict and distress (Take ownership) IT skills (Embrace technology and information)	✓ ✓ ✓	
Promoting effective partnerships, working across the Service and with partner services 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 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 delivery.	Project management skills Time management skills Workload awareness	✓ ✓ ✓	
Providing appropriate advice and supporting 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 such as CARF, Welfare Reform, DWP.	Experience of participation in effective multi agency working (Work together)		✓

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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. Looking 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) Ability to provide a regular and effective service		✓
Assisting in the 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.			

Additional tasks or responsibilities – this is a generic role, however this particular job may also require you to undertake the following:			
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
LEAD OFFICER - SERVICE IMPROVEMENT			
Participating and leading Revenues and Shared Services Service Improvements undertaking investigation and analysis, ensuring cost effectiveness /efficiencies are made and implemented using proven project management methodology.	Experience of participation in effective service improvements Comprehensive understanding of project management methodology	✓	✓

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 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