

Job Description: Post Title

Waverley is an ambitious authority, committed to being one of the leading Councils in the country at a time of major change by developing a high performing, highly engaged staff team to share the organisation's values and deliver our corporate objectives.

| JOB DESCRIPTION | |
|---|--|
| Job title: | Revenue Team Leader |
| Service: | Finance & Property |
| Team: | Revenue |
| Location: | The Burys, Godalming, Surrey, GU7 1HR |
| Reporting to: | The Revenue & Benefit Manager |
| Responsible for: | The Revenue Officers, Visiting Revenue Officer, Business Rates Officer, BID Officer |
| OUR ORGANISATIONAL VALUES | |
| <p>Collaboration</p>  | We know, work with and support one another. We collaborate with residents, businesses and partners and realise the potential of the Guildford and Waverley Collaboration. We empower ourselves and others. |
| <p>Wellbeing</p>  | We look after our own and other's wellbeing. We know it's okay to talk to each other about anything we are struggling with. We stay resilient and raise any concerns we have. |
| <p>Trusted</p>  | We abide by the Nolan Principles of Public Life: Selflessness, Integrity, Objectivity, Accountability, Openness, Honesty, and Leadership. |
| <p>Value for Money</p>  | We spend public money wisely and carefully. We understand and follow our governance processes and raise any concerns with the right person. We celebrate successes and learn from mistakes. |
| <p>Professionalism</p>  | We provide professional advice and excellent service, we know our local areas and understand the communities we serve. We listen to all concerns and ideas. We benchmark our performance and always strive to improve. |

PRINCIPAL PURPOSE OF THE ROLE

- Enable and support the Revenue Team to achieve the team's purpose of: "Give me a quick bill that's accurate, simple and easy to pay, and if needed, help me get back on track and regain control of my payments."
- Work responsively and collaboratively within the team, using the principles of:
 - Understand and do what matters to each individual customer;
 - Use our expertise to satisfy demand our customers don't know they have;
 - Prioritise the customer, not the process;
 - Take ownership of customer demand from start to finish;
 - Where possible, aim to resolve customer's demand at first point of contact, using the most direct method

MAIN DUTIES AND ACCOUNTABILITIES

- Manage demand, workflow and response including:
 - Ensuring all points of transaction are adequately resourced and support the team to respond proactively to fluctuations;
 - Helping the Revenue Team to understand and identify failure demand, carry out a demand sample, and work to eliminate the cause(s);
 - Championing the customer and encourage the team to identify where processes could be improved;
 - Utilise reports and visibly use service measures to help the Revenue Team collectively understand and improve.
- Support the Revenue Team by working with them on:
 - Difficult customers and complex cases;
 - Developing and maintaining knowledge of Council Tax, Business Rates and BID regulations.
 - Reviewing processes and writing procedures in light of legislative and regulatory changes;
 - Improving processing accuracy in general.
- Work in collaboration with the Technical Team on:
 - Timely loading and testing of system releases and patches;
 - Resolution of system errors;
 - Proactively developing the system to support the Revenue & Benefit Teams;
 - Identifying and exploring new technologies that can support service delivery;
 - Regularly running integral housekeeping processes such as Direct Debit extracts and payment runs;
 - Completing statutory returns.
- Take responsibility for:

- Complaints;
 - Attending Valuation Tribunal appeals;
 - Deciding and authorising write-offs;
 - Determining key decisions for more complex discounts, exemptions and reliefs, such as the Disabled Band Reduction.
 - Managing the annual billing and year end process for Council Tax and Business Rates;
 - Liaison with internal and external auditors;
 - Reviewing the consistency and accuracy of the teams' decision-making;
 - Reviewing and revising the content of the Revenue forms and correspondence templates;
 - Working collaboratively with the team to develop, test and document new/revised processes;
 - Working with the Technical Team on maintaining, developing and delivering training material on the system;
 - Managing and updating the Revenue pages of the website;
 - Providing information to other internal departments upon request;
 - Representing the team at liaison meetings and building relationships with internal and external partners.
- Take responsibility for:
 - 121s;
 - Appraisals;
 - Leave requests;
 - RTW interviews and managing team sickness;
 - Coaching, training, and personal development of the team, including new staff members;
 - Managing poor performance;
 - Managing temporary members of staff;
 - Run positive and productive team meetings;
 - Contribute to the management and development of the team as part of the management team;
 - Where necessary, in the absence of the Benefit Team Leader or Technical Team Leader, provide cover for essential duties;
 - Where necessary, in the absence of the Revenue & Benefit Manager, provide cover for essential duties;
 - Playing a role on interview panels both within the team and in the broader organisation.

Business Continuity

Play a pivotal role in business continuity planning and should the need arise assist in ensuring business recovery of key service provision in a 24 hour window.

Health and Safety

Comply with all Health and safety legislation for your area of work, ensuring that risks are identified, managed and monitored as required.

DIMENSIONS OF THE ROLE

- Manage a team of 10 people
- Number of domestic dwellings: c.56,000, income of c. £171,000,000
- Number of businesses: c.4,100, income of c. £36,000,000
- Annual income collectable: £125.5m
- Annual discount: £10.8m
- Annual exemptions: £2.9m
- Reminders and final demands issued: c. 17,000 pa
- Summons issued: c. 2,200 pa
- Emails and online forms (received monthly, average): 1,120
- Phone calls (received monthly, average): 1,100

AREAS OF ACCOUNTABILITY/PROBLEM SOLVING – DECISION MAKING / SCOPE FOR IMPACT

- Accountable for leading and developing the Revenues Team in order to deliver a high-performing, customer-centred service, enabling the team to collect Council Tax and Business Rates in a timely manner.
- Responsible for creating the right conditions to allow the team to problem-solve and improve service delivery as a team.
- Responsible for working with the team on more complex cases where more technical knowledge and experience is required.
- Responsible for collating service measures in order to understand performance and look for areas to improve with the team. Bulleted list item

PLANNING/ORGANISING/CONTROLLING

- Accountable for organising resources to provide a timely, effective and flexible service.
- Accountable for planning resources and reviewing work practices in order to achieve a consistently good collection rate.
- Work with the team to ensure the Business Rates tax-base is maximised.
- Accountable for the planning, implementation and review of the recovery timetable.
- Responsible for managing their own time, conflicting demands and pressures in order to ensure they can prioritise supporting service delivery.

CUSTOMERS AND CONTACTS

INTERNAL

- Staff in other sections of Waverley Borough Council.

EXTERNAL

- Members of the public and/or their representatives;
- All services within the DWP;
- Inland Revenue;
- Landlords, including private and Housing Associations;
- The Valuation Office and Tribunal Service;

- Enforcement Agents and other collecting agencies;
- Court Officials;
- Police Officers;
- The Audit Commission;

Voluntary bodies.

SERVICE/TEAM STRUCTURE

PERSON SPECIFICATION

Candidates must be able to demonstrate, giving examples, **all essential criteria** marked as A, A/C or A/I within their application form to be shortlisted for this role.

| | PERSON SPECIFICATION | | | |
|--|--|--------------|---|--------------|
| | ESSENTIAL CRITERIA | HOW ASSESSED | DESIRABLE CRITERIA | HOW ASSESSED |
| QUALIFICATIONS/ EDUCATION / TRAINING / EXPERIENCE | Experience of managing a team | C/A/I | IRRV Technician or Level 3 (Certificate) in Revenue and Benefits or currently studying or willing to work towards | C/A/I |
| | A high standard of numeracy and literacy | C/A/I | | |
| KNOWLEDGE /TECHNICAL SKILLS | Extensive up to date knowledge of business rates and council tax legislation and procedures | A/I | Experience of Civica Open Revenues system and Civica Document Management system | A/I |
| | Experience of debt recovery and knowledge of the law and techniques available to identify the best recovery strategy | A/I | Knowledge of Safeguarding | A/I |
| | IT literate/competent with word and Excel | A/I | | |
| COMMUNICATION | Excellent communication skills, able to adjust style to ensure effective communication with different audiences both internal and external | A/I | | |
| | Good, written and verbal presentation skills | A/I | | |
| | Accurate spoken English is essential for the post | A/I | | |
| CUSTOMER SERVICE | Understanding of and commitment to promoting equality and diversity in service delivery and employment. | I | | |
| | Accurate spoken English is essential for the post | I | | |
| | Champion and role-model putting the customer at the centre of the service | A/I | | |

| | | | | |
|--|---|------------|---|----------|
| | Able to deal with difficult customers in a calm and professional manner | A/I | | |
| | Understanding of and commitment to promoting equality and diversity in service delivery and employment | A/I | | |
| TEAM WORKING | Work with a team to provide a quality service to customers | A/I | Experience of building and maintaining relationships within a team, including dealing effectively with conflict | I |
| MANAGING SELF AND OTHERS | Ability to manage staff tactfully and effectively to create a positive working and learning environment | A/I | | |
| | Takes ownership and accountability of own work and that of the team | A/I | | |
| | Work with conflicting demands both at an individual and team level | A/I | | |
| CAN DO APPROACH / ACHIEVING RESULTS | Proactive and flexible approach to problem solving | | | |
| | Work collaboratively with others to achieve positive outcomes | | | |
| ADDITIONAL SPECIFIC REQUIREMENTS FOR THIS POST* | For business continuity purposes you are required to have access to the internet at home via broadband on a PC, laptop or tablet. | A | | |

* Please note that Waverley Borough Council cannot guarantee to supply you with the provision of equipment such as laptop, tablet, mobile phone or pool vehicle

How assessed:

- A = Application CV/Personal Statement
- C = Certificates/professional Registration
- D = DBS police check
- E = Exercise
- I = Interview
- M = Medical assessment

Basic Disclosure Clearance - Government Requirement for Accessing Council and Government Data

To comply with the Public Sector Networks (PSN) "Code of Connection", Waverley Borough Council, like other public organisations, need to undertake basic disclosure checks for unspent convictions only, in respect of those staff who will access our IT systems.

| | | | |
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| For Official Use only | | | |
| Job title: | | Post no: | |
| Service: | | JE score: | |
| Team: | | Pay band: | |
| Location: | The Burys Godalming, Surrey GU7 1HR | Position type: (if part time, working pattern) | Full time 37 Hours/ Five day week |
| Competencies: (level 1 – 4) | Communication: | 3 | |
| | Customer Service: | 3 | |
| | Team Working: | 3 | |
| | Managing Self and Others: | 3 | |
| | Can do approach/Results: | 3 | |
| REVIEWED BY: | | DATE: | |
| CHECKED IN: | HR | DATE: | |
| LAST UPDATED: | Add date | DATE: | |