



ADUR & WORTHING
COUNCILS

Job Description & Person Specification

Authority	ADC / WBC
Directorate	Housing & Communities
Post Title	Revenues & Recovery Team Leader
Post Number	
Accountable to	Revenues & Benefits Operations Manager
Leadership responsibility for	Up to 3 Senior revenues and recovery officers, up to 2 Inspector & Collector officers and up to 5 revenue and recovery officers.
Key leadership relationships	Internal: Members of the Council, Chief Officers and all other appropriate Council officers and managers External: Members and Officers of other bodies, specialist agencies, media, contractors and consultants, partner agencies across the public, private and voluntary sectors.
Work style	This role falls within the Blended Working Policy
Last updated	April 2024

Job Description - Principal purpose of job (role summary)

As Council Tax Team Leader you will support the Revenues and Benefits Operations Manager to assist with the collection and management of Council Tax across A&W Council.

We are transforming our operations by placing digital and data at the heart of our organisation. As a leader, you will be a key champion of this shift, ensuring your team embraces and implements new, digitally-enabled ways of working. This includes leveraging data to improve efficiency and service delivery.

You will have proven leadership experience, ideally in a public sector or revenues environment. In-depth knowledge of Council Tax, Business Rates, and BID levy legislation. Experience with court proceedings and the preparation of legal evidence, and a track record of successfully managing and developing teams.

Excellent communication and interpersonal skills. To represent and defend the Council in the Magistrates Court and Valuation Tribunals in Revenues & recovery proceedings, including NNDR Appeals. Collating and preparing all evidence required by the Court in respect of hearings for Council Tax, National Non Domestic Rates (NNDR) and the Business Improvement District (BID) levy accounts.

Responsible for the line management of Seniors and revenues and recovery officers with the calculation, billing, collection and recovery of Business Rates, Council Tax and any BID levy, including reliefs and allowances. The post holder is expected to be the Council's expert in respect of the legislation and administration of recovery

To ensure that Council Tax, Business Rates and the Business Improvement District (BID) levy accounts are administered in accordance with prevailing legislation, litigation, guidance, best practice and local policy in order to maximise collection rates.

As councils, we are committing to a new operating model which will bring digital and data into the heart of the organisation. As a leader in the organisation we will ask you to champion this shift and to ensure that your own practice and your service is demonstrably adopting new ways of working.

As a leader within our organisation you will embrace and bring to life our three core principles - resilience, adaptability and participation - embedding them in the daily working practices of the team.

You will be responsible for developing effective multi disciplinary teams from across the organisation for missions based work, ensuring you have the right people to deliver the required outcomes and ensuring:

- Collaborative practice
- Clear communication
- Clear definition of tasks and responsibilities
- Clear goals, objectives and strategies
- Recognition of and respect for the competence and contribution of each team member
- Competent leadership

Main duties, tasks and responsibilities of post holder

Leadership responsibilities
Create a culture of adaptivity and creativity, setting the direction by role modelling our behaviours and principles
Work to make teams more representative of the communities they serve in terms of equalities and inclusion
Build strong working relationships and embed a culture of genuine collaboration and partnership working across the organisation
Provide positive and inclusive leadership - acting with openness, honesty and integrity and instilling a clear sense of direction, priority and pace whilst ensuring that any concerns are addressed promptly
Bring creativity and innovation to problem solving with your team - co-create a range of imaginative solutions or options, identifying the risks associated with each option
Drive your team's focus on delivering a quality and committed service and gather the data needed to provide effective performance management and development
Develop effective multi disciplinary teams for missions focused work, ensuring you have the right people from across the organisation to deliver the required outcomes
Provide an excellent employee lifecycle experience, including onboarding, quality conversations and appraisals and development opportunities. You will undertake an investigatory management role or hearing manager role in regards to employee relations cases, working to uphold our Council's values and behaviours.
Promote the service and Councils positively at all times

Role specific Duties and responsibilities
Assist the Revenues & Benefits Operations Manager by ensuring the prompt, efficient and fair resolution of complex Revenues and Recovery related customer enquiries (including complaints and enquiries from Councillors and Members of Parliament) requiring advanced technical knowledge, IT-user and communication skills, in accordance with prevailing legislation, best practice, and local policy
Responsible for developing strategies for service improvement and the achievement of corporate customer service objectives. To assist in the implementation of quality management and service delivery initiatives
Maintain appropriate systems and controls, ensuring in particular compliance with the Councils' Standing Orders, Financial Regulations and Code of Conduct
Efficiently and effectively respond to complex and contentious enquiries from customers (or their representatives) conducting face-to-face interviews and responding to telephone calls including enquiries "handed off" by Revenues & Recovery Seniors, Officers and the Customer Service Team
Management of the Service contracts for Enforcement Agents. Monitor and take action regarding poor contractor performance and ensure that all contractors operate in accordance with a code of practice agreed by the Council

Prepare write-off reports for consideration by the Head of Service and Members
Design and deliver training programs as identified in relation to recovery proceedings and present to all revenues and recovery teams and Customer Service Teams
Assist with the constraint of collection costs to budgeted levels and to achieve projected levels of income, cash flow, costs, fees and charges income
Carry out such occasional visits, inspections, investigations, collections and deliveries and associated written reports as may be necessary to ensure the efficient administration of Recovery of Council Tax, Business Rates & BID
Help the Revenues & Recovery Team achieve BVPI's & KPI's and other targets summarised in the section's service plan
Monitor, coordinate the activities of the Revenues & Recovery Team including workflow, productivity, quality, and accuracy.
Direct line management of the Revenues & Recovery Team to include induction, coaching, training, and that issues relating to welfare, health & safety and discipline are addressed.
Help identify potentially fraudulent applications for discounts, exemptions, and reliefs, reporting promptly to the Finance Manager (Exchequer & Investigations) for investigation by the Fraud Officers
Management of the Service contracts for Enforcement Agents. Monitor and take action regarding poor contractor performance and ensure that all contractors operate in accordance with a code of practice agreed by the Council
Undertake all duties in accordance with Council policies, the Code of Conduct for Officers, and in particular policies those relating to Customer Care and Equal Opportunities
Undertake any duties regarding health, safety and welfare at work, civil contingencies and business continuity which may reasonably be allocated to the postholder as a result of legislation, codes of practice or Council policies

As the post holder, you will be required to undertake such other duties as may be required within your grade and competence, and therefore the list of duties in this job description should not be regarded as exclusive or exhaustive.

Duties will be set out in this job description but please note that the Council reserves the right to update the job description, from time to time, to reflect changes in, or to, the role. The post holder will be consulted about any proposed changes. Significant permanent changes in duties and responsibilities will require agreed revisions to be made to this job description.

Adur & Worthing Councils recognise the need to ensure the welfare of children and vulnerable adults when they come into contact with services provided by the Councils. Employees, volunteers and Elected Members have regular contact with the general public during the course of their work and are in a position to observe signs which might indicate that a person is at risk of harm and abuse. If signs, which cause concern, are observed, all employees (temporary and permanent), volunteers and Elected Members have a duty to report allegations, disclosures and suspicions of abuse or neglect in line with the Councils' [Safeguarding Policy](#).

Person Specification:

<p>The core skills and competencies below are taken from our organisational Skills and Competencies Framework v1.0 and are an indication of the expectations we have of our employees. The full document will be shared with you as part of the onboarding process.</p>	
Participative	<p>Build strong relationships with people inside and outside your team and organisation to make a difference to improved outcomes for the local area</p> <p>Engage in clear and positive written and verbal communication to help people understand what you want to achieve and how they can help</p> <p>Value the unique strengths of people from different backgrounds to promote a culture of inclusion, equality and diversity</p> <p>More detail can be found in the Participation Skills & Competencies.</p>
Adaptive	<p>Adopt an active interest in learning and development opportunities that will enable you to strengthen and broaden your skills</p> <p>Experiment with new ways of working to help continuously improve how we deliver outcomes (including through the use of digital tools and platforms)</p> <p>Anticipate new challenges & opportunities to be able to adapt to change around you</p>
Resilient	<p>Embrace a consistently positive attitude and effectively prioritise workload to support your own wellbeing</p> <p>Cultivate a supportive environment with colleagues so people feel part of a team that looks out for each other</p> <p>Prioritise the use of resources that helps us be financially and environmentally sustainable</p>
Leadership	<p>Be open to coaching approaches to support others in finding solutions to problems</p> <p>Role model the principles above to inspire others to demonstrate positive behaviours</p> <p>Develop an understanding of the political processes that guide our organisation and show commitment to the safeguarding of others</p>
Manager Competencies	<p>Take a strategic approach to managing policy development, financial resources, and evaluate risks in order to mitigate against them.</p> <p>Be agile in decision making and adopt an open mindset to managing change in different settings, and be able to reflect on your own performance and that of others in order to drive improvement.</p> <p>Facilitating the contributions of others to a range of outward facing activities and adopt a storytelling approach to sharing good practice.</p>

	Use a range of different communication skills to share your vision and influence others, while using the organisation's governance processes to work with Members effectively
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	Essential	Desirable
Qualifications	4 GCSE's or equivalent, including Maths and English (grades A -C)	Working towards or have gained IRRV qualification
Knowledge	<p>The understanding of Council Tax, NNDR and Bid as well as supervising a team.</p> <p>Extensive knowledge of up to date legislation, Council policy and Council Tax, NNDR and BID processes, including reliefs, discounts and exemptions.</p>	
Experience	<p>In depth experience within Council Tax, NNDR and BID billing and collection.</p> <p>Must have experience of managing a team/supervising a team at team leader or managerial level.</p>	
Communication	<p>The ability to communicate with customers and colleagues in a fair, friendly, efficient and effective manner, both verbally and in writing.</p> <p>The ability to maintain friendly and effective relationships within the team, throughout the Council and with other external agencies.</p>	
Relationship Building	<p>Demonstrate good skills in building foundations within the team, showing trust and care.</p> <p>Responsible for relationship management with the Council's partners.</p>	
Analytical	<p>To be able to gather and collate stats to monitor performance in the team and surrounding teams, to find working patterns to identify any matters of concern.</p> <p>To confidently compile reports, identify trends and manage upwards.</p>	

Planning/ Organising	<p>The ability to provide technical and administrative support to staff and the organisation, monitoring, controlling and co-ordinating of their activities.</p> <p>The ability to work under pressure with a large degree of autonomy.</p> <p>Able to plan and prioritise work, meet deadlines and adapt to varying demands and pressures.</p>	
Other requirements	<p>Valuing kindness and compassion in the workplace</p> <p>Acceptance of political restriction (if applicable)</p> <p>Ability to work with complexity and ambiguity</p> <p>Able to travel within the Adur and Worthing Districts</p>	

Job description & Person Specification agreed by:

Post holder (Print name):	
Signature:	
Date:	