



Job description			
<b>Job title</b>	Revenues & Benefits Team Manager		
<b>Grade</b>	Grade L		
<b>Directorate</b>	Resources		
<b>Service/team</b>	Exchequer Services		
<b>Accountable to</b>	Principal Revenues & Benefits Manager		
<b>Responsible for</b>	Sundry Debtors & Reconciliation Team		
<b>JE Reference</b>		<b>Date Reviewed</b>	16.6.25

### Purpose of the Job

The post-holder will manage a team dealing with Sundry Debtors & Reconciliation Team.

The Sundry Debtors & Reconciliation Team are responsible for recovering income for goods and services provided by the Council

The post-holder will form part of the Revenues and Benefits management team and will have regular involvement with the operation and working practices of Revenues. They will have responsibility for delivering a quality, efficient and responsive service to clients and the Council and that agreed performance targets are achieved.

The post-holder will be responsible for ensuring that the duties and responsibilities of their teams are carried out in accordance with relevant Acts, Regulations, Council Policies and best practices.

### Duties and Responsibilities

This is not a comprehensive list of all the tasks which may be required of the post holder. It is illustrative of the general nature and level of responsibility of the work to be undertaken.

1. Responsible for managing the overall priorities and objectives of the team so that time and resources are focused on the key areas, including managing multiple demands and reallocating resources as necessary to meet changing requirements of the Service.
2. Responsible for producing, implementing and monitoring team plans and for setting clear objectives, goals and targets to ensure that Service & Team Plans are met.
3. Responsible for allocating tasks and responsibilities to appropriate members of the team and monitoring team performance on a regular basis.



4. Responsible for completing Performance Review and Development meetings within their team. Ensuring individual and team training & development needs are identified and met, that under performance within the team is challenged and that appropriate action is taken in accordance with Council Policy.
5. Responsible for ensuring the effective selection and recruitment of employees in accordance with Council policies and procedures.
6. Responsible for implementing effective Sickness Management procedures in line with Council policies.
7. Participate in partnership working within the Council and with external agencies, keeping up to date with Service developments and assisting with the analysis and interpretation of legislation.
8. Drive forward service innovation and support the development of relevant business cases.
9. Assist the Principal Revenues & Benefits Manager in ensuring an efficient and effective response to enquiries from Elected Members, Members of Parliament, Complaints, SAR's, FOI's and RFD's
10. Co-ordinates, directs and monitors the billing and recovery process up to and including; external debt collection and enforcement agents as required and including arranging and managing recovery action through Courts.
11. Ensure adherence to agreed working practices, processes and policies, and communicate these in a way that promotes the benefits and potential positive outcomes
12. Responsible for ensuring refunds and write offs are actioned in accordance with agreed Council policies and procedures.
13. Quality assure all elements of customer contact and ensure the correct action is taken against customers that fall within agreed vulnerable groups.
14. Ensure accurate identification and referral of suspected cases of fraud.
15. Any other duties commensurate with the grade that assists the Division in meeting its objectives and contributes to personal development.

## Knowsley Better Together – Staff Qualities





## **Health and Safety**

- To use equipment as instructed and trained.
- To inform management of any health and safety issues which could place individuals at risk.

## **Data Protection and Information Security**

- Implement and act in accordance with the Information Security Acceptable Use Policy, Data Protection Policy and GDPR.
- Protect the Council's information assets from unauthorised access, disclosure, modification, destruction or interference.
- Report actual or potential security incidents.