



Job Profile

Post title:	Revenues and Recovery Team Leader
Department:	Transformation - Revenues and Benefits
Job families:	Team Leader
Grade:	G
Responsible to:	Assistant Director – Revenues and Benefits
Employees managed:	Senior and Recovery Officers, Senior NNDR Officers, Visiting Officers
Date of issue:	August 2026

Overall Job Purpose

To lead and manage the team dealing with the visiting function. Lead and manage the team dealing with the billing and collection of NNDR, the collection, recovery and enforcement of all local taxes, overpaid Housing Benefit and Sundry Debts in support of the delivery of an efficient and effective service in accordance with legislation, local policies and strategies.

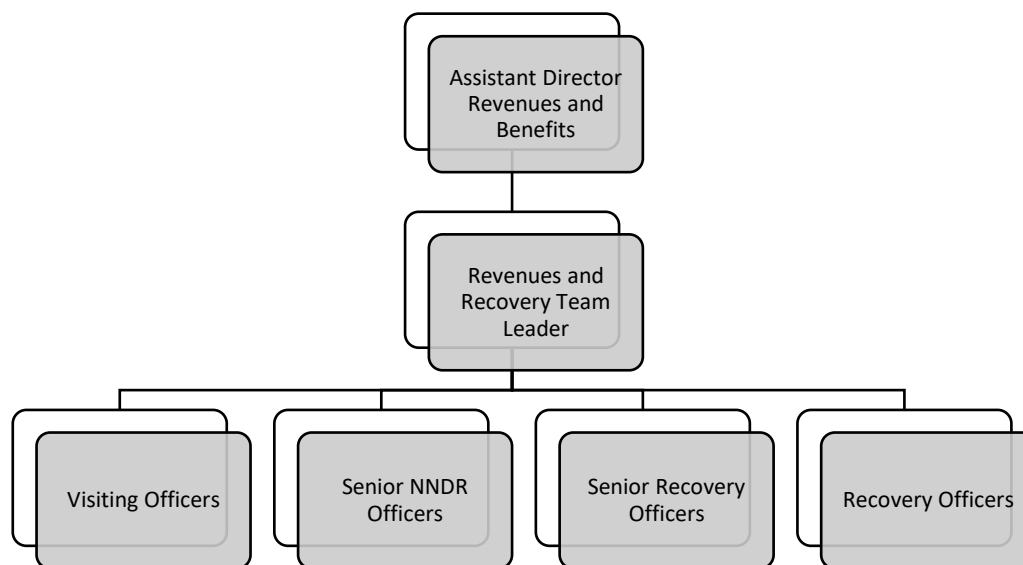
This is a politically restricted post as defined by the Local Government and Housing Act 1989.

This post requires standard DBS check.

Working Conditions

- Office based and mainly in a sedentary position, limited requirement for standing and walking, and/or carrying of equipment and resources.
- The postholder will work in a confidential environment dealing with highly sensitive and emotionally challenging information.
- The postholder is eligible to utilise the Flexi Time Policy.

Structure



Job Description

Operational management

- To lead, manage and develop a multi-disciplined team to provide an effective and efficient debt recovery process for Council Tax, Non-Domestic Rates, overpaid Housing Benefits and Sundry Debts.
- Lead and manage the provision of a robust and effective visiting regime to support all aspects of the Revenues and Benefits and Enforcement functions in an accurate and timely manner and in accordance with set performance targets.
- To effectively manage the council's operational processes for the determination of NNDR administration, to ensure the section achieves accurate decision making and the efficient processing of all accounts. Ensuring government guidance and best practice is adhered to and the authority gains the maximum possible income from NNDR and the Business Rates Retention Scheme.
- To manage the process to effectively recover all unpaid amounts owed to the authority and ensure that the appropriate enforcement action is carried out in accordance with legislation, local policies and procedures.
- Manage the process for making arrangements with debtors, mailings, appropriate attachments and committal action. Ensure that a robust process is in place for all proactive insolvent action including charging orders, bankruptcy and company winding up. Introduce and implement tailored solutions and marketing campaigns to prevent and reduce bad debts.

	• Assist in the process for the preparation of write offs and prepare reports in accordance with financial regulations of the council. • Taking responsibility for a specialist role within the team, which includes providing support to colleagues on specialist subjects. • To carry out regular team meetings and one to ones with all staff to address any issues arising and identify relevant training needs and ensure that all staff receive the appropriate PDR annual review. • Planning and operating of staff rotas to ensure cover is maintained across all delivery locations, and that team staffing levels are optimised in accordance with the peaks and troughs of business demand. • To be responsible for overseeing the implementation of Council policies in relation to employees within the team including absence management, disciplinary etc. • Operate according to the Council's corporate values, code of conduct and employee competencies. • Take responsibility for personal health and safety and have regard to other persons who may be affected by the performance of the duties of the post, in accordance with the provisions of Health & Safety legislation and relevant Council policies and procedures. • Comply with all relevant Council policies and procedures including financial regulations, HR policies / procedures, Data Protection, Freedom of Information Act and ICT Codes of Practice. • Have a commitment to and understanding of the Council's approach to equality and diversity. • Engage with digital models of service delivery and support the implementation of digital working methods.
Communication	• To ensure an excellent standard of customer service and care, including suitable customer access, excellent response to correspondence, enquiries, requests for service and complaints and ensuring suitable staffing cover to deliver the service. This includes responding to enquiries/queries from Elected Members and Senior Management. • Maintaining a high level of confidentiality, adhering at all times to the requirements of legislation and Council policies and procedures.
Partnership / corporate working	• Ensuring maintenance of good relationships with partner organisations, contractor bailiffs and collection and tracing agents. Ensuring effective collection arrangements are maintained and monitor and review their performance. • To lead and manage the process and represent the Council in the County Court or High Court in relation to the recovery and enforcement of overpaid Housing Benefits and Sundry Debts.

	To lead and manage the process and represent the Council on the magistrates' court in connection with liability orders hearings for both Council Tax and Non-Domestic Rates.
Resource management (including Financial and Physical)	- Ensure the effective provision of the collection service for all debts to the Council. This will include all effective management of all levels of arrears, ensuring collection rates are maintained at the requisite target and legal action is only used where necessary. This will include liaison with support services and the other departments to achieve these objectives. - Develop, implement and monitor an ongoing programme of visits that will be conducted to appropriate domestic and non-domestic properties to ensure income to the authority is maximised and all statutory obligations are fulfilled.
Systems and information	Develop, implement and monitor the timetable for recovery of unpaid amounts including reminders, final notices, summonses, and other documentation as required.
Strategic management	- To assist the Assistant Director – Revenues and Benefits in setting individual performance standards and targets, and in the design and management of performance indicators for the Revenues and Customer Services ensuring that service level agreements are met. - To ensure that team and individual performance targets are effectively communicated to all staff and that performance against those targets are regularly monitored. - Participating in the recruitment and selection and induction of staff to the Revenues and Benefits Services Division. - To keep up to date with legislative, regulatory and IT changes to provide the service in accordance with up-to-date guidance and best practice. - To act as deputy for the Assistant Director – Revenues and Benefits in their absence. - To carry out any other duties commensurate with the grade that may be required from time to time by the Assistant Director – Revenues and Benefits. - To be responsible for own personal development, attending PDR reviews and raising training requirements with the Assistant Director – Revenues and Benefits.

Competencies

Please refer to the Leadership Competency Framework for more information about the behaviour descriptors for each competency.