



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

Person Specification	
Essential upon appointment	Desirable on appointment
Knowledge / Qualifications - Comprehensive knowledge of Taxation and recovery procedures and innovations in income collection including dealing with current and uncollected debt from previous years - Good working knowledge of delivering a frontline customer service - Working knowledge of enforcement processes - Performance Management - A minimum of 3 GCSE grade C passes including Mathematics and English. At least 3 years' experience in revenues and recovery. And – Or IRRV Technician level or equivalent significant higher-level knowledge of revenues and recovery	
Experience - A successful track record of managing staff and leading teams in a performance-based environment whilst providing outstanding customer care - Experience of responding to government or regulatory policy changes, legislation, and consultations	

• Working in a challenging performance management culture and achieving results • Producing high quality written and numerical information/reports	
Skills • Strong people management skills – ability to lead, inspire, motivate and develop employees and teams • Highly developed organisation skills • Excellent IT skills – proficient in use of MS Word, Excel and databases • High level interpersonal and communication skills • Ability to interpret financial information and complex information within own service area	
Other Requirements •	

Equality Act 2010

The ways in which a disabled person meets the criteria for a post must be assessed as they would be after any reasonable adjustments required had been made.

If appropriate, disabled candidates should indicate on the application form if they have needs which should be considered at the shortlisting stage.