

Job Description

Service:	Revenues and Benefits
Job title:	Recovery Team Leader
Grade:	G
Hours of work:	37
Responsible to:	Council Tax and Business Rates Manager
Responsible for	
Direct reports:	4
Indirect reports:	0
Budget:	N/A

Purpose of Post:

To lead the Recovery Team responsible for collecting what the Council is owed in Council Tax, Business Rates, Business Improvement District (BID) Levy, and Community Infrastructure Levy (CIL).

Key Deliverables:

To manage:

- Have responsibility for the operational delivery of the Team to meet corporate and government priorities, objectives and best practice, including the delivery of new legislation and policies.
- Ensure accounts are monitored for appropriate collection methods; for example, Enforcement Agents, Attachments and Special Arrangements, and maximise the amounts recovered.
- To be the Council's lead prosecutor in liability order, committals and associated proceedings such as insolvency etc. The post holder will be an authorised court officer and will represent the Council at Court.
- Lead on appropriate complaints, appeals and customer feedback.

To advise:

- Provide relevant information to others to ensure sound budget management across the Service.
- Work with colleagues across the service to provide a holistic approach to delivery - whilst the postholder works in a specialist area they will interact with colleagues and customers across a range of services and will be flexible in their approach; for example at times of peak workload or when covering staff absences.

To produce:

- Ensure the service provides a customer focused service for customers and that requests are dealt with in a timely and accurate manner taking into account appropriate legislation.
- Deliver the Team's contribution to the annual service plan and continuous improvement and embed the principles of the Council's Corporate Plan into all elements of the team.
- Apply delegated powers under the Council's constitution in relevant areas

	Essential (E) or Desirable (D)	Method of assessment
Knowledge and Qualifications		
2 or more A levels, or equivalent and substantial relevant work experience	Essential	Application
Excellent knowledge of Council Tax and Business Rates legislation	Essential	Application
Member of IRRV	Desirable	Application
Qualification in Leadership / Management	Desirable	Application
Experience		
Proven experience of procedural knowledge regarding Legislation, Case Law and court procedures pertaining to Revenues recovery.	Essential	Application / Interview
Experience of managing a Revenues team, demonstrating excellent communication, management and interpersonal skills.	Essential	Application / Interview
Strong track record in performance management and the meeting of targets.	Essential	Application / Interview



Experience of producing reports on complex issues and responding quickly to new initiatives within tight deadlines.	Essential	Application / Interview
Experience of acting as prosecutor in various courts and tribunals.	Desirable	Application / Interview
Management of enforcement agency contract, ensuring the best outcomes for the organisation.	Desirable	Application / Interview
Experience of leading projects.	Desirable	Application / Interview
Skills and Abilities		
Able to deliver outcomes to tight budgets and deadlines.	Essential	Application / Interview
First class written and verbal communication skills.	Essential	Application / Interview
Excellent IT skills including MS office and relevant specialist IT systems.	Essential	Application / Interview
Excellent Customer Service Skills, especially dealing with difficult customers.	Essential	Application / Interview
Excellent presentation skills are an essential requirement in order to represent the Council at court hearings	Essential	Application / Interview



and provide evidence on individual complex Revenues cases. (E)		
An understanding of NUDGE techniques and influencing by design.	Desirable	Application / Interview
Decision Making and Impact on Others What impact the decisions made by the post holder would have on others across the Council	Decisions made at court or in response to customer complaints may have a financial or reputational effect on the district council. Management decisions internally may affect the outcomes of other teams within the Council.	
Communication with Internal and External Customers What customers the applicant would be in contact with in the job	The post holder will be in contact with external customers (domestic and commercial), Property Agents, Surveyors, Solicitors, Accountants, other local authorities and government agencies, Enforcement Agents and other business partners. Where is the focus of this role in their team, other teams or across the council: Internal customer contact 50% External customer contact 50%	
Personal Attributes and Other Requirements In this section please list any other qualities you are looking for from the applicant (E) Essential (D) Desirable	• Willing to travel and occasionally work unsocial hours. (E) • Be a good team worker demonstrating loyalty and commitment to the organisation and team members. (E) • Able to remain calm under pressure and react quickly to changes in work situations. (E)	



HDC values



The values outlined below reflect our collective positive attitude and how all staff are expected to work together as one team.

Inspiring: We have genuine pride and passion for public service; doing the best we can for customers.

Collaborative: We achieve much more by working together, and this allows us to provide the best service for customers.

Accountable: We take personal responsibility for our work and our decisions, and we deliver on our commitments to customers.

Respectful: We respect people's differences and are considerate to their needs.

Enterprising: We use drive and energy to challenge the norm and adapt to changing circumstances. We are always ready for challenges and opportunities, and we embrace them.



Safeguarding and promoting the welfare of children and young people/vulnerable adults

Huntingdonshire District Council is committed to safeguarding and promoting the welfare of children and vulnerable adults and expects all staff and volunteers to share this commitment.

- Ability to safeguard and promote the welfare of children and young people/vulnerable adults
- Demonstrates understanding of safeguarding issues
- Appreciates the significance of safeguarding and interprets this accurately for all individual children and young people/vulnerable adults whatever their life circumstances.
- Has a good understanding of the Safeguarding agenda
- Can demonstrate an ability to contribute towards a safe environment
- Is up-to-date with legislation and current events
- Can demonstrate how s/he has promoted 'best practice'
- Shows a personal commitment to safeguarding children