

Job Description

Service:	Revenues and Benefits
Job title:	Council Tax and Business Rates Manager
Grade:	H
Hours of work:	37
Responsible to:	Revenues and Benefits Manager
Responsible for	
Direct reports:	7
Indirect reports:	12
Budget:	N/A

Purpose of Post:

To undertake an active role in the management of the Revenues & Benefits Team, and specifically responsible for the management of the Council Tax, Business Rates and Recovery Teams, within it.

Key Deliverables:

1. Management and monitoring of the Council Tax, Business Rates and Recovery Teams, including production and monitoring of procedure documents, timetables for annual collection events, and other team and corporate targets, with the assistance of the three Team Leaders, and the Team Leader of the Support Team.
2. Represent the Revenues & Benefits Team (and the Council as required) at meetings and events with internal or external business partners, as well as at court and tribunal proceedings, when necessary.
3. Review and make final decisions when applying delegated powers under the Council's Constitution in discretionary areas and authorise write-offs up to specific amounts.
4. Investigate and make final decisions relating to disputed cases, complaints (including to Local Government Ombudsman or MPs), appeals and tribunal cases according to timescales, procedures and legislation.
5. Produce business reports and statistics as required by senior management, or as evidence of team performance for the Service Plan.
6. Take a lead role in maintaining business efficiency within the Revenues & Benefits Team, including: ensuring procedure documents are reviewed regularly, system functions are fully utilised and internal and external communications (webpage, social media, printed documents etc) are clearly written and informative.
7. Interpret and introduce new legislation accurately and efficiently to statutory deadlines.
8. Project manage and monitor new and existing contracts relating to the team.
9. Responsible for recruitment, training, development and discipline of all subordinate staff, and liaison with Human Resources Team.
10. Other duties that may be required.

This job description is intended only as a guide to the range of duties involved. The post holder will need to be flexible and adaptable in order to respond to other duties that may be required from time to time and the changes and developments within HDC.

	Essential (E) or Desirable (D)	Method of assessment
Knowledge and Qualifications		
2 or more A Levels or relevant work experience.	Essential	Application
Detailed knowledge of Council Tax and Business Rates legislation e.g. LGFA 1988, LGFA 1992, CTAX (Admin & Enforcement) Regs 1992, and NDR (Collection & Enforcement) (Local Lists) Regs 1989 (and all subsequent amendments).	Essential	Application / Interview
Knowledge of management concepts and techniques e.g. A working knowledge of what is required to manage time and resources on a daily and long term basis.	Essential	Application / Interview
Knowledge of resolution processes via Magistrates Court, Tribunals, and Local Government Ombudsman	Essential	Application / Interview
Knowledge of the principles of Local Government administration	Desirable	Application / Interview
Institute of Revenues Rating and Valuation (IRRV) qualification	Desirable	Application



Recognised (national) Management Qualification e.g. Institute of Leadership & Management (ILM) – Level 3 or higher	Desirable	Application
Experience		
Experience of leading a team	Essential	Application / Interview
Debt recovery experience including the use of Court and enforcement proceedings.	Essential	Application / Interview
Presentation of cases at Magistrates court / valuation tribunal or similar.	Desirable	Interview
Skills and Abilities		
Able to interpret legislation and government guidance.	Essential	Application / Interview
Good IT and communication skills, with ability to use MS Office products and able to construct written responses to customers that are clear and concise. Also able to interview customers, and conduct meetings, either by phone, face to face, or via video link.	Essential	Application / Interview
General management skills: Time, resources, staff, communication.	Essential	Application / Interview
Decision Making and Impact on Others	Management within a Local Authority is governed by legislation, with a small degree of discretion being made available.	

What impact the decisions made by the post holder would have on others across the Council	The successful candidate must be able to balance legal requirement, discretionary powers, and the individual facts relating to a case, to obtain the best outcome for both the council and the customer. Evidence of some, or all, of the statements on the left will assist the recruitment panel in making their decision. • Makes and communicates clear decisions • Makes effective decisions under time pressure • Balances risks and benefits of various options and decisions • Makes unpopular decisions where necessary • Takes responsibility for the outcomes and impact of their decisions and those they delegate • Incorporates a range of views when making their decisions • Considers all relevant data when making decisions • Considers diversity issues when making decisions • Presents their case persuasively, upwards, downwards and externally • Demonstrates confidence in their position • Is credible and confident when presenting and communicating • Influences by highlighting and promoting the mutual gains to be made by following suggested courses of action • Is aware of own emotions and manages them for maximum influence during negotiations • Balances the need for immediate wins with the requirement for long-term successful relationships • Sets clear direction for others, e.g. staff, customers, volunteers, contractors etc.
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	• Demonstrates an understanding of the ambitions and concerns of others • Includes financial factors in their analysis and decision-making
Communication with Internal and External Customers What customers the applicant would be in contact with in the job	Predominantly a management role, but with some requirement to interact directly with external customers – high visibility with members of the public. • Develops and maintains productive relationships with internal and external customers • Explores the customer's situation with them to develop a fuller understanding of the underlying need • Delivers what they have agreed with the customer • Takes action to exceed customer expectations • Advocates customer satisfaction as a key value for themselves and the council Internal customer / team contact 80% External customer contact 20%
Personal Attributes and Other Requirements In this section please list any other qualities you are looking for from the applicant (E) Essential (D) Desirable	• Promotes and demonstrates continual improvement. (E) • Seeks new ideas. (E) • Finds ways to turn their own or others' ideas into action. (E) • Shares innovative practice with others. (E) • Is prepared to adapt their approach to overcome obstacles. (E) • Responds constructively to a change in agenda or priorities. (E) • Revisits their decisions when presented with new information. (E) • Is prepared to adjust their interpersonal style to respond to the needs or preferences of others and the situation. (E)



	• Re-prioritises appropriately when faced with a change in requirements. (E) • Identifies opportunities to make the organisation more competitive, efficient and profitable. (E) • Shows an awareness of best practice, the organisation's competitors and their products and services. (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