

Castle Point Borough Council

Customer & Digital Services Directorate Revenues & Benefits Service

Job Profile

Designation	Revenues Manager
Post number	RB038
Grade	Scale Points 40 to 46
Location	Hybrid Working
Responsible to	Head of Customer & Digital Services
Regular contacts	Staff of this and other departments, Members of the Council and Parliament, other local authorities, public bodies and agencies including the Magistrates Court, County Court, Tracing Agents, Solicitors, and Police Authorities, Council Tax payers, Business Rate payers, and Sundry Debtors.
Purpose of the job	<p>To provide effective management of the Revenue Services team and all annual and daily billing administration functions relating to Council Tax and Business Rates.</p> <p>To provide effective management of the collection and enforcement of unpaid amounts of Council Tax, Business Rates, Sundry Debts, and Housing Benefit Overpayments through a range of methods including the Magistrates' Court and the County Court.</p> <p>To provide effective management and control of Revenues and Benefits related finance functions, including income management, cash balancing, Direct Debit collection, departmental invoicing, periodic income management, reconciliations, and suspense account management.</p> <p>To work collaboratively with the Development Team to ensure effective day to day management of core Revenues and Benefits IT systems and related periphery IT.</p> <p>To implement all legislative changes affecting the administration, collection and enforcement of Council Tax, Business Rates, HBOP and Sundry Debt</p> <p>To deputise to the Head of Customer and Digital Services, as</p>

and when required, and to actively support the Council's agenda to explore (and implement where relevant) innovative technology and efficient and effective ways of working.

To be part of, and participate in, the management of the Customer and Digital Services Directorate.

Main activities

1. To contribute to achieving the Council's Corporate objectives, priorities, and corporate agenda for achieving continuous improvement in service delivery and any external performance assessments.
2. To provide effective management, guidance, and support to the Revenues Service.
3. To appoint, train, and develop staff in accordance with the Council's training and development strategy, and ensure compliance with all the Council's employment policies and procedures.
4. To undertake staff Personal Performance and Development Plans and implement and co-ordinate technical and professional training.
5. To be responsible for all activities associated with; the billing, collection and recovery of Council Tax and Business Rates, and the collection and recovery of Sundry Debts and Housing Benefit Overpayments in accordance with current legislation.
6. To work collaboratively with the Development Team in relation to loading new software releases, preparing new guidance notes, and controlling computer system routines and parameters in relation to core and periphery Revenues and Benefits IT systems and enabling system development.
7. To review and originate procedures and systems to improve efficiency and effectiveness and identify and plan for legislative changes and new working practices – this may include (but is not limited to) Breathing Space procedures, Propensity to Pay software and modelling, C-19 Business Grants management, and any other innovative solutions required for the Service.

8. To lead in the timely and accurate preparation and completion of various internal and external statistics, reports, and statutory returns (including, but not limited to);
 - Tax Base, NDR 1 & 3, Delta QRC, and BEIS Grant reports,
 - Calculation and reconciliation of monthly Local Taxation collection rates,
 - Quarterly monitoring of Local Council Tax Support collection and Collection Rates,
 - Production of quarterly report on Debt Collection and NNDR Pooling
9. To originate and monitor standards and performance targets, and to report performance against these via Highlight Reports, Service Plans, and the Corporate Performance Scorecard etc.
10. To represent the Council, as required, at various external and internal meetings, at professional seminars, and in formal proceedings including Magistrates' Court, County Court, Civil and Tribunal proceedings.
11. To recommend the write-off of irrecoverable debts and costs relating to a wide range of debt types, including Housing Benefit overpayments.
12. To initiate the recommendation of Exceptional Hardship Fund awards to the Benefit Manager.
13. To control and manage the Revenues, Local Tax Collection, and Postages budget.
14. To originate non-standard correspondence for complex cases, special case reports, Member enquiries, complaints, and Freedom of Information requests.
15. To lead on reporting of all GDPR breaches across the Directorate in line with the Corporate GDPR Policy and assist in effectively managing GDPR compliance.
16. To advise on all available recovery methods and manage accounts subject to insolvency, bankruptcy, and IVA proceedings.
17. To manage the Council's in house Enforcement Agent service.

18. To procure and manage a range of software and service contracts including (but not limited to); annual billing supplier, credit referencing agencies, searching/tracing agencies, hard-to-reach enforcement, propensity to pay modelling, single person discount reviews.
19. To deputise to the Head of Customer & Digital Services, as and when required.
20. To provide ad-hoc support to the First Contact Team, where required.
21. To maintain a detailed knowledge of procedures, legislation and case-law, relating to the administration and recovery of Council Tax, Business Rates, and Sundry Debtors
22. To support the Councils, DWP's, and Essex County Council's strategies and for preventing benefit fraud and error, increasing Compliance, and protecting the Tax Base.
23. To support the Council's Customer Promise.
24. Personal responsibilities under the General Data Protection Regulations 2019.
25. Any other duties consistent with the Officer's responsibilities, qualifications and experience, relevant to the purpose of the job as may reasonably be requested by the Head of Service or their representative.

Competencies required

Self Awareness and Control	All measures
Personal Effectiveness & Self Development	All measures
Analysis and Judgement	All measures
Interpersonal Skills	All measures
Organisational Awareness & Joined Up Thinking	1,2,4,5, and 6
Customer and Client Awareness	2,3,4,and 5
Using and Managing Resources	4,5,6, and 7
Working in Partnerships and Managing Contracts	1,2 and 3

Managing Processes & Measuring Results	1,2,4, and 5
Managing and Developing People	All measures
Leadership	1,2, and 9
Professional & Technical	1,2, and 6

Signed:

Name:

Date: