

# CASTLE POINT BOROUGH COUNCIL CUSTOMER & DIGITAL SERVICES

**Post. No: RB038**

**Post Title: Revenues Manager**

## PERSON SPECIFICATION

	Essential	Desirable	How evidenced
<b>EXPERIENCE</b>			
Experience of managing and overseeing the day to day administration of all aspects of Council Tax, Business Rates, and Sundry Debt collection and recovery.		x	A/R
Experience of leading and implementing Annual Billing and Year End processes.		x	A/R
Experience of interpreting & implementing legislative changes within a Revenues environment.	x		A/R
Experience of procuring and managing implementation of small service specific contracts, on time and to budget.		x	A/R
Experience of managing a Revenues budget and working closely with Finance teams to ensure effective financial management.		x	A/R
Experience of staff recruitment, induction, development, training, sickness absence, appraisal, and disciplinary processes.	x		A/R
Experience of setting, and working to, challenging targets both individually and within a team.	x		A/R
<b>SKILLS/ABILITIES</b>			
Able to work competently with a range of standard IT solutions; Word, Excel, Microsoft Edge, Office 365, Skype, Teams, Sharepoint etc.	x		A/R
Able to work competently with a range of service specific IT solutions; Civica OPenRevs, Civica Workflow, Efin		x	A/R
Able to effectively manage individual and team performance and inspire and motivate success.	x		A/I
Excellent interpersonal, presentation and report writing skills with the ability to relate in a range of settings and to a range of audiences in a manner that inspires respect, trust and confidence.		x	A/I
Able to successfully oversee and contribute to service specific and corporate projects – working collaboratively with third parties and stakeholders, seeking out practical and innovative solutions, and directing successfully through to implementation.	x		A/I
Able to demonstrate a high level of competency, attention to detail, and accuracy.	x		A/I
Able to prioritise tasks and maintain professional standards whilst working under pressure and with minimal supervision.	x		A/I

Able to chair and represent the Council at a wide range of internal and external meetings and, at Court when necessary.	x		A/I
<b>KNOWLEDGE/QUALIFICATIONS</b>			
Demonstrate an authoritative knowledge of current legislation & practices in relation to Council Tax and Business Rates.	x		A/I/R
Demonstrate an awareness of relevant workplace legislation; Health & Safety, Equal Opportunities, General Data Protection		x	A/C
Membership of the Institute of Revenues, Rating & Valuation		x	A/C
Educated to GCSE A-level standard (or equivalent)	x		A/C
<b>ADDITIONAL INFORMATION</b>			
Full Driving Licence & access to own transport	x		A/C
Flexible, where required, in regard to working hours and leave arrangements.	x		A/I
Enthusiastic, motivated and confident	x		A/I

Date: 30/01/2023

The "How evidenced" column indicates how the criteria will be assessed as follows;

A = Application form      C = Certificates      I = Interview  
R = References          S = Selection test