

LONDON BOROUGH OF LEWISHAM

JOB DESCRIPTION

Designation:	REVENUES OPERATION MANAGER	Grade:PO5
Reports to (Designation):	HEAD OF REVENUES	Grade: SMG
Directorate:	CUSTOMER SERVICE	Section: REVENUES

Main Purpose of the job:

- To manage and direct the Revenues Team responsible for the administration of Council Tax and the delivery of front line services.
- To work as part of the Revenues Management Team maintaining consistency of standards and processes, and to ensure the Head of Revenues is kept informed of all activities and plans.
- To optimise performance by regularly reviewing working practices and the technology used to deliver services.
- To plan, implement and advise on changes in order to minimise service disruption and maximise efficiency.
- To ensure customers receive a prompt and efficient service.
- To deputise for the Head of Revenues, and undertake any other duties as required.

MANAGEMENT ROLES & EXPECTATIONS

As a Lewisham Service Manager you will:

Be responsible for professional advice and support in service area to deliver in partnership with others the councils vision, values and ways of working.

Take overall responsibility for the planning and management of services, ensuring community and customer needs are identified and met.

Ensure the delivery of identified service objectives and continuous improvement of service targets.

Achieve results through the effective management and development of people.

Ensure the effective deployment of financial resources and compliance with statutory professional and organisational frameworks.

Summary of Responsibilities and Personal Duties:

- Responsible for leading, managing and developing all aspects of the Council Tax Service, including the Council Tax Helpline, on-line services, written correspondences inclusive of both accounts and enforcement cases. Ensuring the delivery of an efficient and effective collection and enforcement service in accordance with the division's service objectives.
- Be responsible for the continual development of staff in Council Tax ensuring appropriate levels of training, development and quality checking are conducted, including PES, managing sickness absence, employee relations such as disciplinary and grievances. Ensure the service is delivered in accordance with legislative requirements, the division's Service Plan and policy requirements.
- Develop innovative and credible solutions to strategic and operational problems as they arise and to identify potential future issues and respond accordingly. This will include championing the development of improvements in collection methods/ opportunities and to seize opportunities to work with other organisations to achieve this.

- Lead time-limited projects or tasks to deliver improvements working with partner organisations and/or with senior officers from a range of professional disciplines across the council.
- Ensure the team is managed to provide a high standard of service with commitment to customer care and equal opportunities.
- Ensure all action is taken by staff to maximise revenue collection, award discounts, exemptions & reliefs, and promote the take up of all welfare benefits and consider applications for hardship.
- Be responsible for proactively responding to the demands of the service by implementing an effective and flexible rota for all service provisions.
- Ensure irrecoverable debt is written off in line with delegated powers; audit requirements and internal procedures.
- Ensure staff comply with procedures to maintain accurate databases, fulfill audit requirements and meet/exceed internal and external accreditations.
- Manage verbal and written complaints ensuring; timely, accurate, appropriate responses and remedial action is taken where weakness in service delivery is identified.
- Ensure all action is taken to detect and prevent internal and external fraud.
- Monitor budgetary records as directed by the Head of Revenues.
- Prepare performance, budgetary and other management reports as directed.
- Be responsible for Council credit card with a limit of at least £40,000 and conduct payment of court fees and charges and other transactions as required within your post and for single transactions of up to £15,000.
- Design and delivery of internal and external training to satisfy business, service and personal development requirements and quality standards.
- Be responsible for monitoring, indexing and allocation of all written communication for the Revenues Service. Liaising with other departments within the Council to ensure this is carried out in a timely, effective manner.
- Fully utilise the Document Image Processing system and maintain accurate information on workflow, individual and team performance, including qualitative and quantitative targets.
- Provide expert advice to staff and other senior managers on complex collection issues, ensuring that collection is maximized and the service KPIs are achieved. Interpret complex legislation and/or guidance and advise as to its implications on revenue collection and anticipate likely trends in the developments of any new legislation, to enable the Council to respond effectively
- Be responsible for engagement with other authorities and organisations to ensure compliance with legislative changes and Council Tax collection. Including web communications and third parties to make necessary alterations to the website and on-line services.
- Manage and liaise with external contractors via mutual technology to ensure databases are synchronized by all parties.
- To ensure effective liaison with other departments within the Council and external organisations.

- Manage and monitor the use of QMS by Revenues staff.
- Represent the Council and conduct hearings on behalf of the Council at Magistrates' Courts in the case of Liability Orders and Committal hearings as required. Attend and represent the Council at County Court and High as required.
- Liaise with other managers across the division to ensure the delivery of a seamless, cost effective, quality service.
- Contribute to benchmarking surveys in own area of expertise.
- Complete all Government Returns, CIPFA returns and other questionnaires as directed by the Head of Revenues.
- Produce and monitor contracts and Service Level Agreements as required, ensuring remedial action is taken in the case of non-compliance. Manage/supervise all external contracts within the scope of the post ensuring adherence to contract specification
- Take responsibility for own personal and professional development.
- Undertake staff recruitment, deployment and management to provide appropriate levels of service.
- Represent the Division and the Council at meetings with partners and other external agencies as directed.
- Play an influential role in promoting the Council's Equal Opportunities Policies and values. Encourage and promote all aspects of diversity in this role.
- Carry out the duties of the post with an understanding of and commitment to Customer Care.
- Ensure procedures comply with the General Data Protection Regulation and ensure that staff are aware of their personal responsibilities.
- Be personally responsible for responding to, monitoring and reporting of all Section 29 and Section 35 requests, local discounts and hardship requests received by the Revenues Service. Compilation and representation of witness statement for Court when required.
- Comply with Health and Safety policies and practices, ensuring that safe working practices are adhered to.
- Assist in carrying out the Council's environment policy within the day to day activities of the post.
- Undertake any other duties and responsibilities, including working in other areas of Public Services, as may reasonably be required commensurate with the grade.
- Deputise for the Head of Revenues in own area of expertise, including delegated decision making on manager's behalf.

Internal Contacts: These include Benefits, Customer Service Centre, internal Housing bodies, Financial Transactions Team, Finance, Legal, AFACT, Cabinet and Council, Registrars, OHP, HR, Concessionary Awards, Parking, Social Care, Children and Young People, Internal Audit, Internal Enforcement Agents, Information Governance

External Contacts: This will include External Audit, CST, IEG4, Enforcement Agent Companies, Valuation Office, Capacity Grid, Civica, Telsolutions, Other Local Authorities, Police, Inland Revenue, DWP, Magistrates Court, High Court, Local Government Ombudsman, CIPFA, IRRV, Landlords/Letting Agents. External Housing

To carry out the duties of the post with due regard to the Council's relevant codes and procedures.

All employees are required to participate in the Performance Evaluation Scheme (PES) and to undertake appropriate training and development identified to enhance their work.

Undertake other duties, commensurate with the grade, as may reasonably be required.

Consideration will be given to restructuring the duties of this post for a disabled postholder

THIS JOB DESCRIPTION MAY NEED TO BE AMENDED BY THE DIRECTORATE TO MEET THE CHANGING NEEDS OF THE SERVICE.

Number of fully managed staff: 14 (includes agency)

Title: Revenues Officer	Grade SO1	No of posts 10
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Number of partially managed staff:

Title:	Grade	No of posts
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PERSON SPECIFICATION

JOB TITLE: REVENUES OPERATION MANAGER POST NO:

DEPARTMENT: CUSTOMER SERVICE GRADE: PO5

Note to Candidates

The Person Specification is a picture of the skills, knowledge and experience needed to carry out the job. It has been used to draw up the advert and will also be used in the shortlisting and interview process for this post.

Those categories marked 'S' will be used especially for the purpose of shortlisting.

Please ensure that Equality and Diversity issues are addressed specifically in relation to the role for which you are applying when addressing the requirements of this person specification where appropriate.

If you are a disabled person, but are unable to meet some of the job requirements specifically because of your disability, please address this in your application. If you meet all the other criteria you will be shortlisted and we will explore jointly with you if there are ways in which the job can be changed to enable you to meet the requirements.

Equality & Diversity

Awareness of and a commitment to Equality of Access and Opportunity in a diverse community	S
Understanding of how equality and diversity relates to this post	S
Experience of applying Equal Opportunities to working practices in own area of work.	S
Demonstrate an understanding of Customer Care and your commitment to delivering a responsive service.	S

Knowledge

Advanced/high level knowledge of Council Tax and Enforcement legislation	S
Advanced/high level knowledge of the Magistrates Court, County Court and High Court proceedings for the recovery of unpaid revenue	S
Good knowledge of Taking Control of Goods legislation	S
Advanced knowledge of the computerised ACD system, Advanced knowledge of monitoring computerised workflow systems	S
Knowledge and experience of the procurement of services	S
Detailed knowledge of Welfare Rights issues	S
Knowledge of Valuation Tribunals	S
Working knowledge of Health & Safety issues	S

Aptitude

Work effectively across service areas
Think laterally to develop creative and innovative solutions
Undertake work place assessments in line with Health and Safety requirements
Manage resources within agreed budgets
Engage with other organisations in order to fulfill legislative changes affecting collection of revenue.
Commitment to delivering a responsive customer focused service.
To interpret and efficiently implement new policies and procedures
To work accurately under pressure and to tight deadlines

To plan and program work to ensure that Service Plan objectives are met

To plan and implement change

To support and have input into operational decisions in line with current and new policies and legislation

To negotiate, review and monitor Service Level Agreements with internal and external bodies

Skills

(Skills can only be used as shortlisting criteria if the skill is to be tested)

Excellent written communication skills enabling the production of Committee reports and other reports for senior management.

Excellent verbal communication skills including the ability to make presentations, chair meetings and liaise with external bodies.

Proven high level of administrative and organisational skills

Proven high level of interpersonal skills

Excellent time management

Knowledge of Homeworking Policy

Experience

Leading, motivating, managing and developing a large team of staff within a Revenues or similar environment at a senior level. **S**

Interpreting and applying complex legislation and implementing necessary changes **S**

Monitoring Budgets, Contracts / Service Level Agreements. **S**

Setting and Monitoring targets, performance and analysing statistical data for the purpose of producing management reports and monitoring staff performance **S**

Managing change in a complex environment **S**

Planning, managing and monitoring programs of work **S**

Experience of managing conflicting priorities, under pressure, to meet service objectives **S**

Experience of conducting Magistrate's court hearings **S**

Experience of dealing with challenging customers **S**

Experience of developing, preparing and delivering training sessions

Experience of negotiating service standards with external bodies

Experience of preparing and presenting statistical data, interpreting complex legislation, producing and presenting reports and complex information to senior officers and responding effectively to complaints. **S**

Experience of working under pressure and own initiative **S**

General Education

Excellent levels of literacy and numeracy

Personal Qualities

Flexible

Assertive

Strong leadership

Self Motivated

Positive attitude towards change

Customer Focused

A commitment to providing a high quality service

Circumstances

Occasionally attend evening meetings

Comply with dress code

DBS Disclosure Required?

No

☒

Basic

☐

Enhanced

☐

(Tick as appropriate – guidance available from your HR Advisor)

Physical

Generally candidates must meet the standard Lewisham requirements for the post, including an eye test.