WHERE CAREERS THRIVE

When potential is unlocked, talent *thrives*

West Northamptonshire Council

Council Tax Recovery Team Leader

Revenues and Benefits, Resources Directorate

Thank you for your interest in this role. Our vision at West Northamptonshire Council (WNC) is: 'to make West Northants a great place to live, work, visit and thrive'.

We truly stand by this and work hard every day to make this a reality, and at WNC it's about our people. People who thrive with ambition, bring new ideas, demand better ways of working, care about every detail, and who never shy away from a challenge.

Our culture is a gateway for new experiences. A place to forge new opportunities. To empower you in your career and unite you with like-minded people. When potential is unlocked, talent thrives.

West Northamptonshire Council

Purpose and impact:

To lead, manage, motivate and develop the Council Tax Recovery team ensuring maximizing income to the Council from summons stage onwards and providing an efficient and effective customer service ensuring Collection targets are met.

To act as a senior specialist for all functions within the Revenues team and provide advice to all matters relating to the functions of the team.

Accountable to:

As part of the Revenues and Benefits service within the wider Finance Directorate the role holder is accountable to the Revenues Manager. The role holder manages a team of up to 5 employees comprising of a mix of Seniors and Officers.

Responsibilities:

1. To lead and manage the Council Tax Recovery team on a day-to-day basis including recruitment, appraisals and one to ones and to maximise Council Tax collection using a variety of enforcement tools

2. Recruit, motivate, support and develop the Council Tax Recovery Officers to help build and maintain a flexible and resilient team to deliver the service objectives.

3. To maintain an up-to-date knowledge of Council Tax legislation and case law and to act as the Council's main specialist on all Council Tax matters, ensuring the effective administration of Council Tax.

4. To deputise for the Revenues Manager as required, and, to represent the Council at Magistrates Court, Valuation Tribunal and external meetings as required.

5. Working with the Customer Services team to develop a customer first culture and to ensure that customer demands are met and that improvements are implemented. To drive positive customer experience and to promote and encourage the use of effective digital channels.

6. To ensure that legislation, strategies, policies, objectives and procedures are implemented and kept under review in respect of all functions within the Council Tax Recovery service and to ensure that all recovery notices are served in a timely manner in accordance with legislation and to be responsible for the recovery timetable.

.

7. Support the Revenues Manager continually develop and maintain a strong performance framework, ensuring that robust performance data is generated and reviewed regularly.

8. Ensure performance is managed and that output is checked for accuracy and routinely fed back to officers. Ensuring that all opportunities for coaching, mentoring and training are identified and actioned.

9. To deal with contentious or complex Council Tax correspondence and enquiries from customers, members and MPs as required and making recommendations to changes to working practices as appropriate.

10. To prepare cases for write-offs including collation and submission of related reports.

11. To develop the Council Tax Recovery team to ensure that they can work flexibly by training in all areas of the service. To develop a culture of service excellence and continuous improvement and to work closely with the Council Tax Billing and Business Rates Team Leaders to offer resilience and support.

12. To manage the Enforcement Agents contracts, analysing reports and reviewing performance.

13. Use Microsoft 365 and council systems effectively to work efficiently, collaborate with others and manage information safely, including storing, sharing and handling data securely in line with council policies.

14. Actively challenge and seek to eliminate any directly or indirectly discriminatory practice or behaviours.

15. Demonstrate awareness and understanding of other people's behavioural, physical, social and welfare needs and ensure that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons.

This job description reflects the major tasks to be carried out by the post holder and identifies a level of responsibility at which they will be required to work. In the interests of effective working, the major tasks may be reviewed from time to time to reflect changing needs and circumstances. Such reviews and any consequential changes will be carried out in consultation with the post holder.

Person specification:

The requirements for the role are outlined below and will be part of the selection process. Each of the criteria listed below will be measured by:

(**A**) Application Form, (**T**) Test, (**I**) Interview, (**P**) Presentation, (**D**) Documentation.

Note: Where digital skills are an important part of the role, candidates may be asked to complete a separate task or assessment to demonstrate their ability to use Microsoft 365 and other relevant systems

Skills and abilities:	Essential / Desirable	Measured by
Driving and embracing change; adopts a positive attitude toward change and encourages and supports people through it. Ability to work under pressure and meet deadlines.	Essential	A, T, I, P, D
Has the ability to work under pressure and meet deadlines and takes account of and identifies a range of longer-term issue, opportunities and contingencies. Relates these activities of the team to the bigger picture.	Essential	A, T, I, P, D
Communicating and Influencing – Able to express ideas or facts clearly and convince/influence others to their point of view and to communicate with customers, staff and senior managers	Essential	A, T, I, P, D
Manage Performance by setting clear and challenging objectives for staff, defining responsibilities and coach and mentor the team to bring out the best in their performance. Monitor progress and address any shortfalls. The role holder should be able to demonstrate a track record of achieving high performance.	Essential	A, T, I, P, D
Has the ability to plan and manage resources in order to achieve immediate targets and longer-term objectives	Essential	A, T, I, P, D
This is applicable to all roles in WNC: Digital Skills: Working knowledge of Microsoft 365, including Outlook, Teams, Word, Excel, PowerPoint, CoPilot, OneDrive and SharePoint, with the ability and willingness to use these tools confidently and effectively in day-to-day work.	Essential	A/T/I
This is applicable to all roles in WNC: Information & Data Handling**:** Able to handle information responsibly, store records securely, share data appropriately and follow council policies and procedures on data protection, records management and information security.	Essential	A/T/I

Knowledge:	Essential / Desirable	Measured by
Excellent knowledge of legislation and best practice with regard to the billing and recovery of Council Tax	Essential	A, T, I, P, D
Experience of using Revenues software systems and EDM	Essential	A, T, I, P, D

Relevant experience:	Essential / Desirable	Measured by
Significant experience of leadership and managing at a senior level in a Revenues or customer services environment. Understanding of workforce development	Essential	A, T, I, P, D
Experience of successful team leadership, team building, motivation and coaching	Essential	A, T, I, P, D
Experience of effectively performance managing teams and proven experience of achieving high performance in a Revenues environment	Essential	A, T, I, P, D

Experience of successfully working at management level in a locally focused public sector delivery organisation	Essential	A, T, I, P, D

Education, training and work qualifications:	Essential / Desirable	Measured by
Institute of Revenues, Rating and Valuation Level 3 or willingness to work towards this	Essential	A, I, D
In depth experience of working in a Revenues environment at a senior officer level including experience of managing staff in a complex and demanding environment	Essential	A, T, I, P, D
Evidence of continuing CPD.	Desirable.	A, I

All appointments are subject to standard pre-employment screening. This will include identity, references, proof of right to work in the UK, medical clearance and verification of certificates.

Additional pre-employment checks specific to this role include *Basic DBS*

Day-to-day in the role:

Job family and salary band:	Regulatory & Technical Band 08	**Worker type:**	Part-flexible
People management responsibility:	Responsible for team of up to 8 officers	**Budget responsibility:**	None

Current pay scales and other benefits are published on the Jobs and Careers section of West Northamptonshire Council's internet.

Working conditions & how we work:

This role has been identified as a part-flexible worker type, this means that you will be able to worker from other work locations and when not working from an office you will be working remotely for up to 3 days a week (including from home).

Our organisational values and behaviours:

Everything we want to achieve for West Northants depends on having the right people in place and doing the right things and we want all colleagues to THRIVE, both personally and professionally. Our values and our behaviours framework underpin how we work and what partners and customers can expect from us. We want to do our very best for our residents, service users and businesses and for our staff – we want everyone to THRIVE.

T	Trust	We are honest, fair, transparent and accountable. We can be trusted to do what we say we will.
H	High Performing	we get the basics right and what we do, we do well. We manage our business efficiently.
R	Respect	we respect each other and our customers in a diverse, professional and supportive environment.
I	Innovate	we encourage curiosity, we are creative and seize opportunities to grow individually as an organisation and as an area.
V	Value	We continually strive for best practice and ways of improving existing procedures, practices and systems and thereby promoting efficiency and cost effectiveness
E	Empower	we believe in people, will listen, learn and trust them to make decisions. We help people to realise their ambitions.

WNC values colleagues as individuals and encompasses our different perspectives to deliver our collective ambitions. One West inclusive culture.

Should you require this document in another format or language, please contact: Careers@westnorthants.gov.uk

WHERE CAREERS THRIVE

When potential is unlocked, talent *thrives*

Choose a career that offers you a true sense of achievement, fills you with pride and challenges you in a positive way, everyday.

The benefits of a career at WNC include:

- **People** are at the centre of everything we do. Without our people, we wouldn't be able to deliver services to the people in our community.
- **Ambition** runs through everything we do at West Northants Council, we nurture and develop our people's ambition and willingness to succeed, to continually improve the service we provide to the community.
- **Care** is at the heart of West Northants Council, we care in so many ways; seen and unseen, helping our colleagues and community to thrive.
- **Flexibility** is key, we know work-life balance is critical to wellbeing, so we work hard to make sure our benefits package promotes and improves wellbeing; from annual leave, sick pay, family leave and flexible working, financial security offered by a local government pension scheme and life assurance, and discount schemes which make a difference to your day-to-day life, through to employee helplines offering free legal, health, financial and wellbeing advice and support.

We want you to have balance and be happy.

West Northamptonshire Council