

Job Description

Job Title Business Rates Billing Team Leader

POSCODE:

Grade:

Overall purpose of the job

Please write one or two sentences about why the job exists. Focus on the achievement of the key end results of the job.

1. To lead, manage motivate and develop the Business Rates Billing team ensuring maximising income to the Council, collection targets are met including the determination of statutory reliefs and exemptions and providing an efficient and effective customer service.
2. To act as a senior specialist for all functions within the Revenues team and provide advise on all matters relating to the functions of the team.

Main accountabilities

Please list the accountabilities in descending order of priority. Please include 6-9 accountabilities.

	Main accountabilities
1.	To lead and manage the Business Rates Billing team on a day to day basis including recruitment, appraisals and one to ones and to ensure the efficient and cost effective delivery of the Business Rates billing service also ensuring performance and collection targets are met.
2.	To deputise for the Business Rates Manager as required to cover periods of leave and absence.
3.	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.
4.	To maintain an up to date knowledge of Business Rates including Business Improvement Districts (BID's) legislation and case law and to act as the Council's main specialist on all Business Rates liability and billing matters, ensuring the effective administration of the Business Rates system(s).
5.	Recruit, motivate, support and develop the Business Rates Billing Officers and Senior Business Rates Officer to help build and maintain a flexible and resilient team to deliver the services objectives.
6.	To ensure that legislation, strategies, policies, objectives and procedures are implemented and kept under review in respect of all functions within the Revenues service.
7.	Working with the Performance team to ensure performance is managed. Ensuring output is checked for accuracy and that training and development requirements are identified, documented within a training plan and actioned in a timely manner.
8.	To deal with contentious or complex correspondence and enquiries from customers, members and MPs as required and making recommendations to changes to working practices as appropriate and present cases at valuation tribunals as required.

9.	To take an active role in annual billing and Business Rates financial year end with support from Managers and other Team Leaders
10.	To ensure that the Rating List is accurately maintained, that schedules are processed as received and that any balancing issues between the LA and VOA are raised promptly and addressed
11.	To develop the Business Rates team to ensure that they can work flexibly by training in all areas of the service, to develop a culture of continuous improvement and to work closely with the Business Rates Recovery Team Leader.
12.	To have the knowledge and ability to assist the Council Tax Billing and/or the Council Tax Recovery Team leaders to offer resilience and support as and when required.
13.	To demonstrate awareness/understanding of equal opportunities and other people's behavioural, physical, social and welfare needs.
12.	To assist as required with statutory returns
13	Any other duties commensurate to the role

Person Specification

Qualifications, knowledge, skills and experience

Minimum level of qualifications required for this job

Qualifications Required	Subject	Essential/ Desirable
Institute of Revenues Rating and Valuation Technician or willingness to work towards this		Essential
In depth experience of working in a Revenues environment including experience of managing staff in a complex and demanding environment		Essential
Evidence of continuing CPD		Desirable

Identify	Describe	Essential/ Desirable
Knowledge		
Legislation	Excellent knowledge of legislation and best practice with regard to the billing and collection of Business Rates	Essential
IT Systems	Experience of using Revenues software system and EDM	Essential
Skills		
IT skills	Strong ICT skills including PC, Microsoft office	Essential
Change Management	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
Communication/Influencing	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
Analytical Thinking	Analytical Thinking - Shows the ability to gather information in order to understand issues.	Essential
Managing Performance	Managing Performance; sets clear and challenging objectives for staff, defines responsibilities and looks to bring out the best in them. Monitors progress and addresses any shortfalls. Has track record of achieving high performance	Essential
Planning and Organising	Planning & Organising; plans and manages resources in order to achieve immediate targets and longer-term	Essential

	objectives	
Strategic Thinking	Strategic Thinking; takes account of and identifies a range of longer-term issues opportunities and contingences. Relates these activities of the team to the bigger picture.	Essential
Equal opportunities	Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs	
Experience	Give an idea of the type and level of experience required do not specify years of experience.	
Leadership/Management	Significant experience of leadership and managing at a senior level in a Revenues or customer services environment. Understanding of workforce development.	Essential
Leadership/Mentoring	Experience of successful team leadership, team building, motivation, mentoring and coaching.	Essential
Performance Management	Experience of effectively performance managing teams and proven experience of achieving high performance in a Revenues environment.	Performance Management
Public Sector Management	Experience of successfully working at a management level in a locally focussed public sector delivery organisation.	

Disclosure level

What disclosure level is required for this post?	None	Standard
	Enhanced	Enhanced with barred list checks

Work type

What work type does this role fit into? (tick one box that reflects the main work type, the default workers type is flexible)	Fixed	Flexible	Field	Home
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