Revenues Manager

Revenues and Benefits, Finance 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.

Purpose and impact:

The role of the Revenues Manager is to ensure delivery of a high-quality Council Tax and Business Rates (NDR) billing and recovery service in line with customer requirements and regulations and to drive forward cost-efficient digital services and performance. As part of the Management Team the role holder will deputise for the AD and provide strong professional leadership and management for the Revenues service for West Northamptonshire Council.

Accountable to:

As part of the Revenues and Benefits Team in the wider Finance Directorate, the role holder is accountable to the Assistant Director of Revenues and Benefits, responsible for the direct line management of 7 Team Leaders.

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Responsibilities:

1. Responsible for the strategic direction the Council Tax, Business Rates, and Inspections service, ensuring that legislation, strategies, policies, objectives, and procedures are implemented and kept under review in respect of all functions within the Revenues service, to respond to elected member and MP enquiries as required.

2. Monitor and evaluate the service provision to ensure service performance standards are met, collection rates are maximised, and the team delivers effectively and efficiently and to work with Finance colleagues to ensure accurate and timely completion of statutory returns.

3. Acting as the Council's main specialist on all Council Tax and Business Rates issues ensuring the effective administration of Revenue services, advising on all legislation, maximising income to the Council through growth in the Council Tax base and rating list by identifying new domestic and commercial property and ensuring tax base is accurate. To ensure the effective administration of Council Tax and Business Rates accounts to maximise income to the Council from collection of Council Tax and Business Rates including liaison with the Valuation Office Agency and Enforcement Agents and to take action under delegated authority to ensure prompt collection.

4. Manage a team, ensuring performance is managed to deliver a high-quality service, establishing clear quality and practice standards for and ensure these are consistently achieved. Provide expert and pragmatic advice to ensure decisions taken by Team Leaders are well informed regarding risk.

5. Responsible for a delegated budget within area of responsibility. To manage resources efficiently and effectively within service area, ensuring there are sufficient financial, human and other resources available to deliver effective services.

6. To manage the implementation of Business Rates revaluations on a five-yearly basis., ensuring that the Rating List remains balanced with Valuation office records at all times ensuring the timely completion of government returns

7. To take an active role in annual billing and Housing Benefit/Council tax/NDR financial year end with support from Managers and Team Leaders

8. To maximise personal productivity, minimise duplication and errors; and manage our information efficiently and securely to reduce risk, though effective use of Office 365 and our internal IT systems and applications.

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

10. 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.

11. To deputise for the Revenues and Benefits AD and to deliver reports to ELT and elected members as and when required

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.

Minimum levels of knowledge, skills experience and qualifications required for this job.

Skills and abilities:	Essential / Desirable	Measured by
Strong interpersonal, consultative skills, with the ability to form effective working relationships with a wide range of audiences	Essential	A, T, I, D
Ability to apply coaching and development techniques in a range of situations	Essential	A, T, I, D
Able to offer risk-based advice to support decision making and to support a healthy appetite for risk	Essential	A, T, I, D
Able to work effectively under pressure to find solutions	Essential	A, T, I, D
Able to design and deliver effective informal and formal presentation to individuals or groups that influence and achieve buy in	Essential	A, T, I, D
This is applicable to all roles in WNC that are required to use IT equipment: Demonstrate effective use of Office 365 (incl. Teams, OneDrive, etc.) or willingness to undertake training during the probation period.	Essential	A/T/I, D

Knowledge:	Essential / Desirable	Measured by
Extensive knowledge of Council Tax and Business Rates legislation.	Essential	A, T, I, P, D
Up to date knowledge of current best practice in both Council Tax and Business Rates	Essential	A, T, I, D
Proven track record of finding creative solutions to a wide range of people management challenges.	Essential	A, T, I, D
Knowledge of local government policies and procedures	Essential	A, T, I, D

Relevant experience:	Essential / Desirable	Measured by
Proven track record of facilitating and supporting business transformation and change.	Essential	A, T, I, D
Extensive Council Tax and Business Rates experience with in-depth knowledge and experience of case work and change management initiatives.	Essential	A, T, I, D
Evidence of analysing and interpreting management information to shape and support business objectives	Essential	A, T, I, D
Experience of working within a project management framework.	Essential	A, T, I, D
Experience of policy development	Essential	A, T, I, D
Experience of workforce planning, using management information effectively to support arguments.	Essential	A, T, I, D
Experience of effectively performance managing teams and proven experience of achieving high performance on new claims and change events assessment.	Essential	A, T, I, D

Education, training, and work qualifications:	Essential / Desirable	Measured by
Educated to Degree level or equivalent by experience	Essential	A, T, I, P, D
IRRV qualified to current Level 7	Essential	D
Post graduate Management qualification	Desirable	D
Project Management Qualification	Desirable	D

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 Disclosure,*

Day-to-day in the role:

Hours:	37	**Primary work base:**	One Angel Square
Job family band:	Regulatory and Technical	**Worker type:**	Part-flexible
Salary range:	Scale 11	**Budget responsibility:**	Devolved budget responsibility £1.6m
People management responsibility:	7 Direct reports		

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 subject to service needs 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.

"Valuing colleagues as individuals and encompassing 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