

**ROLE PROFILE**

|  |
| --- |
| **Post Title**: Business Partner – Customer Delivery |
| **Department**: Corporate Core  | **Post No**:  |
| **Division/Section**: Corporate Core / Corporate Collection and Support | **Post Grade**: G12 |
|  **Key Responsibilities**:* To work with and support the Business Manager in providing the accurate and efficient billing administration, assessment, processing and payment of all Council Tax, Business Rates, Council Tax Support and Housing Benefit applications assessments and awards in line with the principles of the Supportive Collection Pathway and adhering to statutory legislation and locally driven policies at all times whilst meeting key control requirements and meeting and exceeding performance targets.
* To provide operational management of an effective and efficient Revenues inspection regime that enhances the Council Tax and Business Rates yield and maximises billing income and new homes bonus.
* To provide operational management to the provision of an effective Rent Control function and regime, ensuring efficiency and accuracy is maintained at all times.
* To provide day to day management and oversight of an efficient and effective framework for the treatment of exempt, temporary and supported accommodation schemes within Housing Benefits. Working with relevant colleagues to provide timely assessment and payment of new and adapted schemes whilst safeguarding the council’s finances within any scheme acceptance and assessment.
* To work with relevant managers and teams on the development and maintenance of all Customer Delivery related customer communication streams, ensuring standard correspondence aligns with desired approaches and seeking new engagement methods to promote take-up of relevant support where appropriate
* To work with the Business Manager in implementing and continually developing an effective access offer for residents, tenants and businesses, ensuring access methods for contact and support within the remit of the role are cost effective and deliver resolution at the first point of contact. whilst also ensuring channel choice provision for vulnerable and hard to reach customers via telephony, multi-channel contact methods, and face to face provision that maximises cross-service support opportunities and key performance objectives.
* To help drive the development of Customer Delivery’s online offer, working with relevant managers to enhance accessibility for residents and provide clear pathways to online services, support and engagement
* Direct line management responsibility for all elements of the Customer Delivery team, ensuring they are managed effectively and in line with organisational policy and staff complete their duties within any allocated deadlines and ensuring work is prioritised. To provide training and education of all staff and the induction of new staff.
* To provide day to day operational management in ensuring all processes, casework, evidence and documentation relevant to The Magistrate’s Court, Appeals Service and Valuation Tribunal are legally robust, meet required standards and safeguard the public purse and council’s reputation. To attend appeal and court hearings where appropriate.
* To support closedown requirements and preparation of the council’s statutory accounts through the maintenance and provision of accurate Accounts Payable data.
* To ensure team communication is consistent with service ethos, providing structured engagement to relevant teams and prioritising performance management frameworks and completion of performance development reviews across all relevant managers and teams.
* To ensure formal complaints, casework and MP enquiries meet corporate response requirements at all times, uphold service standards and protect the council’s reputation.
* To work with other relevant services on improved information and intelligence sharing that enhances both collection performance and the customer journey.
* Responsible for the training and awareness to key stakeholders, partners, and the wider council on above areas of responsibility.
* Responsible for the production and submission of management information detailing the efficiency and effectiveness of the service.
* To promote, maintain and develop relationships with all internal and external stakeholders.
* Ensure all relevant information is recorded, stored and shared as appropriate.
 |