

Senior Revenues Officer

Role Profile

Service:	Exchequer Services, Finance and Systems
Band:	Band 6
Reporting to:	Exchequer Services Team Leader (Revenues)
Responsible for:	Casual Staff, Apprentices, Exchequer Services Assistants, Revenues Officers and Revenues Caseworkers



TRAFFORD
COUNCIL

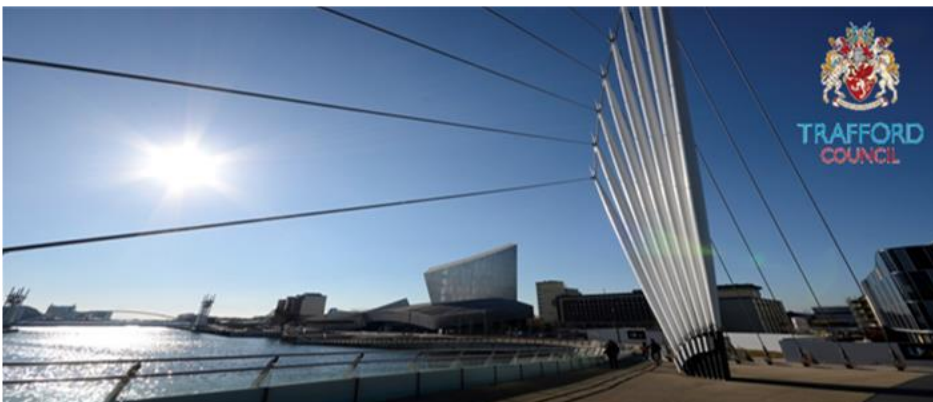
About Us

Trafford is a great place to live, work, learn and visit. From its leafy suburbs to its more urban areas, the borough takes pride in its strong, diverse communities, its cultural and sporting heritage and its position at the heart of the region's economic powerhouse.

Trafford Council and its partners in the public, private and third sectors have a Vision which sees us working together to close inequality gaps and maximise Trafford's huge potential.

Our vision: Trafford – where all our residents, businesses and communities thrive

At the heart of our vision is a common cause – we want to make Trafford a better borough. We want to make it a place where everyone has a chance to succeed and where everybody has a voice. Through our new vision, we are making a commitment to work together across different services and agencies to make the best use of our resources.



Our Culture

Trafford Council employs around 2300 non-school members of staff and as one of the biggest employers in the borough, we work hard to make Trafford Council an employer of choice. We care what you think and believe you are more than just a job role. We have a great benefits' package and a real focus on your health and wellbeing, as well as, extensive learning, succession and development opportunities.

For us, it's not just about *what* we achieve as an organisation, but *how* we do it. Therefore, all employees are expected to display our **EPIC** values.

At Trafford Council we are EPIC

We EMPOWER – We inspire and trust our people to deliver the best outcomes for our customers, communities and colleagues.

We are PEOPLE CENTRED – We value all people, within and external to the organisation and give those around us respect. We will act with honesty and integrity in all that we do, and create an environment that enables everyone we work with to thrive and succeed.

We are INCLUSIVE – We are committed to creating an environment that values and respects the diversity and richness differences bring.

We COLLABORATE – We build relationships, collaborate; treat people as equal partners and work together to make things happen.

About the Role

This Role Profile outlines the key tasks you will be expected to perform to give you an understanding of a typical day and the key activities that you will be expected to deliver or contribute to the delivery of.

The 'About You' section explores what qualifications, experience, skills and knowledge you will need for the role.

We are a values-based organisation and you will need to reflect our values, as well as the requirements in 'About You' in your application.

Overview

Exchequer Services sits within the Finance and Systems directorate. The Revenues Service is a high performing, outcome based, resident and businesses focused service which performs a number of operational and front-line contact tasks within the Council Tax, Business Rates, Accounts Receivable and Adult Social Care debt areas of work. You will be the first line manager to a fast-paced team, ensuring staff are fully trained in all aspects of their role and working towards or at their competencies, as well as acting as the 'go-to' specialist for more complex queries.

Your Main Priorities

- Manage the performance of, supervise and continually train your team to ensure they provide a high-quality level of customer service within the Revenues team, including valuation, billing, collection, recovery and tracing work for Business Rates, Council Tax or Recovery, and that they are working in accordance with the relevant legislation and guidance including data protection legislation.
- Deal with more complex matters of Revenues administration, including investigating and responding to stage one complaints and requests for a review and/or appeal of a decision.
- Provide an excellent level of customer service when communicating verbally and in writing with staff, courts, tribunals, residents, businesses and internal departments.

Key duties

- Manage the performance of your team against the targets set, both daily and in regular check-ins, addressing any issues as they arise, to ensure that high levels of customer service, productivity and quality outputs are consistently attained.

- Monitor and evaluate the performance levels within the team with a view to identifying ways of improving performance and quality of service levels.
- Supervise the administration and workload of the team ensuring all processes are carried out in a timely and consistent manner and in accordance with procedures, guidance and relevant legislation.
- Act as the specialist and formal Council representative in a professional manner when dealing with enquiries from internal staff, stakeholders, residents and businesses, whether face to face – including at Magistrates Court - by telephone or a virtual meeting. Home/Premises visits may be required.
- Ensure all avenues of recovery have been exhausted before putting forward any cases for write-off.
- Provide formal classroom-based training to new and existing staff members, ensuring that any changes in process, procedures or legislation are clearly and consistently communicated to all staff.
- Provide day to day management of the team including regular supervision meetings, performance management, accurately assessing career graded posts, managing absence and any other management duties as determined within the Council's latest HR criteria.
- Carry out thorough reviews against decisions made and provide support to the Team Manager to present appeals.
- Investigate and respond to stage one customer complaints and/or disputes in a timely manner, ensuring responses are communicated clearly and resolving all identifiable issues at the earliest opportunity.
- Support the Team Leader in any year end and/or project work as and when required.
- Deputise for the Team Leader in their absence.
- Move within the Revenues teams as and when required subject to business and service need.
- Undertaking any other duties that commensurate with the grade which may be from time-to-time required by management.

About You

Qualifications and Professional Development

- GCSE grade A-C (4-9) or equivalent in Maths and English
- IRRV (Institute of Revenues Rating and Valuation) qualification (Full/Tech/Apprenticeship) or willingness to attain this qualification (start within 12 months)
- Willingness to complete the Council's EPIC Manager, including Recruitment, programme (within 12 months)
- Willingness to continually improve and update skills and knowledge

Experience and Knowledge

- Previous experience of working in a customer service environment, preferable in a Revenues background
- Experience of attending Court, either virtually or in person, as a representative of the Council, preferably in Revenues related matters
- Experience of dealing with complex and difficult cases, including making discretionary decisions
- Excellent communication skills with experience of communicating effectively to explain complex regulations to non-Revenues specialists and present information in a format easily understood, including written, verbal and electronic
- Excellent literacy and numeracy skills to undertake calculations and produce clear calculations, letters and other documentation
- Experience of administration systems in a large organisation, including the use of ICT software systems, preferably in a Revenues background as well as Microsoft Word and Excel
- Excellent and up to date knowledge of Revenues/Debt Recovery legislation, procedures and guidance, including case law
- Proven success of working in a team and developing effective working relationships with colleagues, internal staff and partner organisations
- Dealing with disputes and complaints verbally and in writing, demonstrating how issues have been resolved at the earliest opportunity without the need for escalation
- Proven experience of delivering bad news in a sensitive manner and ability to handle conflict
- Detailed knowledge of the requirements of Data Protection & GDPR across all platforms and how to deal with a breach of data

Skills and abilities

- Ability to manage a team of support officers in a high performing service with an excellent level of customer service
- Ability to undertake day to day management of staff, including carrying out regular supervisions/check-in's, managing performance and assessing competencies of career graded posts
- Proven ability to mentor staff and the ability to prepare and deliver new starter and existing staff training in a classroom environment
- Solution focussed to achieve targets and results, both as an individual and as a team, planning, prioritising and allocating tasks and fluctuating workloads in order to meet deadlines and changes in priority
- Ability to remain objective and professional when dealing with agents, residents and businesses
- Proven ability to work on your own initiative, organising and prioritising work to meet deadlines and changing priorities
- Ability to absorb, understand and analyse complex information and compare information from a number of different sources
- Capable of making effective decisions, including discretionary decisions, on a day-to-day basis, taking ownership of decisions, and only escalating issues where absolutely necessary. Be logical in thinking and explaining reasoning behind decisions or actions taken

- Ability to undertake reviews and appeals and manage and resolve stage one customer complaints
- Flexible and adaptable to change in order to provide new services when government schemes are announced

Special Conditions

- DBS required

Date prepared/revised:	06/01/2023 (Effective 01/04/2023)
Prepared/revised by:	L Shaw / S Lewis / K Duckenfield
Job Evaluation:	JAN 2023

Health and Safety

To operate safely within the workplace with regard to the Council's health and safety policies, procedures and safe working practices. To be responsible for your own Health and Safety and that of other employees.

Equalities & Diversity

To work within the Council's Equalities and Diversity Policy, embracing through personal example, open commitment and clear action that diversity is positively valued, resulting in access for all by ensuring fair treatment in employment, service delivery and external communications.

Customer Care

To continually review, develop and improve systems, processes and services in support of the Council's pursuit of excellence in service delivery.
To recognise the value of its people as a resource.

Training and Development

To identify training and development needs with your manager, taking an active part in your Personal Development and Review Plan. To access development opportunities as they arise and share learning with others and where appropriate, actively encourage a learning environment and development within others.

Policy

To work at all times within the established policies and practices of the Council, within the framework established by the Council Constitution and associated guidance.

Information Governance

Confidentiality is of prime importance. In the normal course of duties, the post holder will have access to personal and or sensitive information relating to service users, staff and contractors, as well as information of a commercially sensitive nature. Such information should not be communicated to anyone outside or inside the Council unless done in the normal course of carrying out the duties of the post. Disciplinary action will be considered where a breach of confidence and or data breach has been established.

All information obtained or held during the post-holders period of employment that relates to the business of the Council and its service users and employees will remain the property of the Council. Information may be subject to disclosure under relevant legislation.

To ensure information is shared safely and complies with information governance standards and associated legislation.