

Senior Revenues Leader

Role Profile

Service:	Exchequer Services, Finance and Systems
Band:	Career Graded Post – Band 8/9/10 (Appointment and progression will be based upon qualifications, experience and achieving required competency levels)
Reporting to:	Revenues Manager
Band 8 Responsible for:	Revenues Team
Band 9/10 Responsible for:	All of the above plus Caseworkers



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 service which performs a number of operational and front-line contact tasks within the Council Tax, Business Rates, Accounts Receivable and Adult Social Care Finance charges areas of work. You will be responsible for the operational management of a fast-paced Revenues team, delivering a first class, professional service and a high-quality front-line service to the Council and its partners. As a career graded, succession planning role, you will learn and support your Revenues Manager with government returns and collection forecasting, as well as to deliver wider objectives including digital automation, supporting corporate objectives and representing Trafford at the relevant Greater Manchester benchmarking groups. You will act as Deputy Revenues Manager in absence.

Your Main Priorities

- Manage the performance of, supervise and continually train your team to ensure they provide a high-quality level of customer service with the 'you only have to tell your story once' ethos at the heart of everything they do, including Council Tax, Accounts Receivable or National Non-Domestic Rates, and ensure they are working in accordance with the relevant legislation and guidance including data protection legislation.
- Ensure targets are met and that a performance management framework is in place to monitor key outcomes against targets set.
- Monitor the changing needs of the revenues service, and be proactive in driving service improvements, taking responsibility for revenues related projects
- Deal with complex and difficult cases, including discretionary decisions, reviews and the preparation of cases and attendance at Appeal Tribunals.
- Represent the Authority at the Magistrates Court in respect of applications for Liability Orders, Committal Orders and prosecutions for Non-Disclosure of Financial Information.

- Deal with enquiries, complaints and requests for information and advice from both internal and external customers and rating agents, including Ombudsman cases and those from Councillors and MPs, positively promoting the service
- Provide an excellent level of customer service when communicating verbally and in writing with residents, businesses and internal departments

Key duties (Band 8)

- Managing the workload and performance (Service, productivity and quality) of a team of Revenues Officers, allocating team members to optimise the delivery of the day-to day services across the hours of operation of the service
- Formally addressing – in line with the Council's policies - any issues as they arise, to ensure that high levels of customer service, productivity and quality outputs are consistently attained
- Recruiting, inducting, developing and supporting a revenues team delivering front line customer services to ensure resolution of enquiries, complaints and request for services at the earliest opportunity.
- Actively supporting the continuous improvement of the Revenues Service; ensuring team members reach their maximum potential, through PDR's coaching and developing individuals.
- Ensuring statistical information is produced, collated and analysed frequently to assist in evaluating the efficiency of the team and to inform resource allocation and service improvements.
- Providing influential input to the decision-making process, including objective challenge, on strategy and policy development, efficiency of the team and to inform resource allocation and service improvements with a 'digital by default' attitude.
- Actively involved in internal and external audits.
- Providing formal classroom-based training to new and existing staff members, ensuring that any changes in process, procedures or legislation is clearly and consistently communicated to all staff.
- Undertaking deputising duties for the Revenues Manager in their absence, whilst building knowledge base and experience.
- Moving within the Revenues Services teams as and when required subject to business and service need.
- Undertaking any other duties that are commensurate with the grade and which may be from time-to-time required by management.

Key duties (Band 9) – As above plus:

- Managing the workload and performance (Service, productivity and quality) of a team of specialist Team Managers and Revenues Caseworkers, supporting them to deal with the services most complex, difficult and challenging cases.
- Attending external meetings including GM benchmarking groups as a representative of the Trafford Council Revenues Service and actively take part in joined up collaborative work.

- Undertaking increased level of deputising duties for the Revenues Manager in their absence, building knowledge base and experience.
- Conducting formal investigations and present appropriate cases in all staffing related matters.

Key duties (Band 10) – As above plus:

- Supporting the Revenues Manager to manage budgets and undertake key financial accounting exercises (including the calculation of the budgeted council tax base/national non-domestic rating returns and council tax/business rates final accounts)
- Leading and acting as the key officer on internal and external audits
- Supporting the Revenues Manager to undertake procurement exercise
- Managing contracts with procured suppliers
- Deputising for the Revenues Manager in assigned tasks as delegated to support the succession planning element of this role

About You

Qualifications and Professional Development

Band 8

- 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 programme (within 12 months)
- Have a personal commitment to continuous self-development and ensuring skills and knowledge are kept up to date

Band 9 – Above plus

- IRRV (Institute of Revenues Rating and Valuation) qualification (Full/Tech/Apprenticeship) or at least 6 months in to attaining the qualification
- Completed the Council's EPIC Manager programme

Band 10 – Above plus

- IRRV (Institute of Revenues Rating and Valuation) qualification (Full/Tech/Apprenticeship)

Experience and Knowledge

Band 8

- At least 3 years' experience working in a local authority Revenues background (Council Tax/National Non-Domestic Rates/Accounts Receivable/Litigation)
- Experience of persuading, influencing and negotiating successfully with a wide range of stakeholders.
- Experience of handling situations involving conflict
- Extensive and up to date knowledge of Revenues legislation and Procedures, including Case Law
- Experience of administration systems in a large organisation, including the use of ICT software systems, preferably Civica, as well as Microsoft Word and Excel
- Excellent literacy and numeracy skills to undertake calculations and produce clear calculations, letters and other documentation
- Excellent communication skills with experience of communicating effectively to explain complex guidance and regulations to non-specialists and present information in a format easily understood, including written, verbal and electronic
- Proven experience of delivering bad news in a sensitive manner and ability to handle conflict
- Proven success in developing effective working relationships with colleagues and partner organisations.
- Detailed knowledge of the requirements of Data Protection, GDPR & Freedom of Information Requests.

Band 9 – Above plus

- At least 4 years' experience working in a local authority Revenues background (Council Tax/National Non-Domestic Rates/Accounts Receivable/Litigation).
- Experience of recovering debt through the court system including bankruptcy/insolvency/liquidation/winding up orders and committal cases.
- Detailed knowledge and working experience of Civica, Information at work and other relevant Trafford Revenues systems

Band 10 – Above plus

- At least 5 years' experience working in a local authority Revenues background (Council Tax/National Non-Domestic Rates/Accounts Receivable/Litigation).
- Knowledge of the upcoming changes to the Revenues service to the level of detail to produce a briefing paper for senior managers and prepare and deliver training for staff
- Detailed knowledge and working experience of Civica, Information at work and other relevant Trafford Revenues systems
- Experience of implementing service improvements successfully which directly resulted in a saving and/or an increase in income
- Experience of deputising for the Revenues Manager

Skills and abilities

Band 8

- Excellent communication skills with the ability to communicate effectively with all customers and present information in a format easily understood, including written, verbal and electronic, with the ability to deliver bad news in a sensitive manner and handle conflict.
- Ability to ensure the 'only tell your story once' ethos is delivered by monitoring staff to ensure they are owning an initial contact and keeping residents/businesses up to date with progress.
- Ability to lead, motivate and manage staff.
- Ability to develop and interpret policy.
- Ability to plan, prioritise and allocate tasks in order to meet deadlines and changes in priority.
- Ability to respond effectively under pressure and manage competing deadlines.
- Ability to lead a customer focused environment.
- Ability to establish and maintain good relationships with colleagues at all levels
- Effective organisational and planning skills
- Highly motivated to achieve targets and results
- Flexible and adaptable to change in order to provide new services when government schemes are announced

Band 9 – Above plus:

- Ability to make effective discretionary decisions or seek appropriate approvals with clear, sound-evidenced recommendations
- Ability to establish excellent working relationships and liaise with colleagues at all levels and across organisational boundaries.

Band 10 – Above plus:

- Ability to analyse complex legislation to draft training procedures and guidance
- Excellent stakeholder management and collaborative working skills
- Project management and planning skills

Special Conditions

- DBS required

Date prepared/revised :	9.10.24
Prepared/revised by:	Louise Shaw/L Shellabear
Evaluation	23.10.24

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.