

SLOUGH BOROUGH COUNCIL

JOB DESCRIPTION

JOB TITLE: HEAD OF REVENUES

DIRECTORATE: Resources

RESPONSIBLE TO: Assistant Director, Customer Services

RESPONSIBLE FOR: Revenues Section

MAIN PURPOSE OF JOB:

- ◆ To manage Revenues including the billing, collection and enforcement of Council Tax, Business Rates, Mortgages, Commercial Rents, Miscellaneous Rents, Sundry Debtors, Residual Community Charges, Social Care client charges and payment of suppliers invoices and other necessary payments and Cashiers.
- ◆ To ensure that Welfare Benefits advice and assessment is carried out for social care clients, maximising individuals income.
- ◆ To ensure that all relevant statutory obligations are met in respect of services and statutory returns.
- ◆ To ensure that appropriate targets are set and that performance is monitored so as continually to improve productivity.
- ◆ To develop systems and procedures ensuring maximum efficiency and cost effectiveness is achieved.

MAIN RESPONSIBILITIES:

1. Manage the section dealing with all aspects of staff management, including recruitment, training and development, performance management appraisals. Includes all aspects of internal financial management.
2. Ensure all IT systems used by the section are properly managed, developed, maintained including the specification, acquisition and implementation of new systems required and major developments to existing ones.
3. Provide technical advice to staff, senior management and Councillors in the form of verbal advice, memos and reports as appropriate.
4. Manage the performance of the section by setting and publicising standards of work and monitoring the achievement of those standards; develop and maintain a continuous improvement programme using appropriate performance management techniques such as to meet the standards and requirements of Best Value; provide

detailed statistical analyses of outstanding debts, income and expenditure and advice on bad debt provisions.

5. Maintain a high standard of relationships both internal and external by way of effective communications, response to queries and complaints and the setting up of appropriate user groups to discuss and agree service provision and improvements.
6. Keep up to date with all legislative matters, ensure section's activities comply at all times with existing regulations and that new and changed legislation is picked up, assessed and implemented by way of procedural changes, policy changes and system development.
7. Manage Debt Recovery action in respect of the section's activities, liaise with Legal Services to maintain and develop recovery policies and keep the internal Code of Practice under constant review; represent the Council in court and deal with external bailiffs.
8. Participate in and/or lead specific departmental and corporate projects and initiatives where required.
9. Be the Council's principal advisor on Council Tax legislation and service provision.
10. Oversee the management responsibility for the Council Tax Billing, Collection and Recovery services in terms of performance, staff cover, correspondence, telephone answering, comments handling, user consultation, key staffing indicators (absence rates, productivity etc.), inter-section working, customer care, quality and health & safety.
11. Undertake projects and other duties that may be required to meet the demands of the service which are related to the post's scope of responsibility.
12. To be the lead advisor to service Directorate on social care charging rules, providing strategic advice to optimise individuals income through the welfare benefits advisors and maximise income generation to the Council.
13. To provide management information to ensure that decision making is supported as appropriate.

Person Specification
Head of Revenues

	Description	Essential/ Desirable
Experience	Extensive experience in a Revenues environment or a related field with at least 2 years management experience in Council Tax	Essential
	Successful management, including staff management within a related environment	Essential
	Managing a significant budget, income collection and a cost centre	Essential
	Track record of success in efficient and effective organisation of revenues functions	Essential
Knowledge	Considerable working knowledge of relevant national standards, legislative requirements on best practice associated with this role	Essential
	Knowledge of revenues systems and procedures	Essential
	Knowledge of welfare benefits and residential charging rules (CRAG) for social care	Essential
	Understanding and evidence of working in partnership inside and outside the organisation to achieve goals	Essential
	Understanding of fraud prevention and detection	Essential
Key Competencies	The ability to manage change: experience and evidence or working effectively in a complex multi-disciplinary environment and coping with changing priorities and pressures	Essential
	Demonstrates leadership and motivation skills whilst being open and approachable in style	Essential
	Ability to cope with competing demands and meet deadlines	Essential
	A personal commitment to Equality of Opportunity and demonstrates an awareness and sensitivity to communities within Slough	Essential
	Good verbal and written skills and has political sensitivity showing evidence of relating appropriately to elected Members	Essential
	Influencing customer care and advocacy skills	Essential

	Description	Essential/ Desirable
	A working knowledge of MS Word and Excel as well as relevant Revenues, Benefits and Payments software applications	Essential
	Ability to analyse and assess capability of Council Tax IT systems as well as to specify necessary developments to meet service requirements	Essential
Qualifications	Institute of Revenues, Rating & Valuation full professional qualification or equivalent	Desirable
	Educated to diploma level or equivalent, or can demonstrate this level of ability through operational experience	Essential
	Evidence of continuing training and development	Essential