

# ROYAL BOROUGH OF GREENWICH

## JOB DESCRIPTION

**POST DESIGNATION:** Revenues Manager

**REPORTING TO:** Revenues Services Manager

**DEPARTMENT:** Finance Directorate

**SECTION:** Revenues Service

**GRADE:**

### Job Purpose

Working to the Revenues Service Manager this post is one of a number that will be responsible for managing a part of the Revenues Service. The Service deals with the administration, collection and recovery of Council Tax and Business Rates.

They will ensure the on-going operation of an effective and efficient service within their allocated area, dealing with any operational issues as they arise.

It will be important that they develop strong relationships with a wide range of contacts both within the Council and in other organisations. These include Councillors, other sections of Finance and departments, other local authorities/public bodies, solicitors, courts.

They will work with the Revenues Service Manager to ensure the on-going development of an effective and efficient service, co-ordinating the work of the service.

### Main Duties

1. To deliver the operational aspects of the area of the Revenues Service allocated to them on a day to day basis.
2. To work with colleagues across the Council to ensure the information regarding Council Tax and Business Rates is accurate and captured in a timely and complete manner, allowing monies to be collected efficiently.

### Duties and Responsibilities

1. To provide direct support to the Revenues Services Manager in the development and implementation of best practice guidelines for the service including the development of Financial Procedures in respect of Debt Collection.
2. To provide direct support to the Revenues Services Manager in the management of the contracts that fall within the Services' responsibility, including the monitoring of recovery agents. This includes leading on the review and re-letting of contracts.
3. To provide direct support to the Revenues Services Manager in the interpretation of legislation.

4. To represent the Council at judicial or administrative hearings (including Magistrates and County Court and the Valuation Tribunal) and be responsible for ensuring that staff in their area, that represent the Council at court hearings maintain professional standards.
5. To maintain their own knowledge of legislation and best practice that may affect the operation of the service and respond to any changes.
6. To ensure that the work of the service is prioritised, coordinated and delivered in an efficient manner, setting clear objectives for the service and dealing with feedback and complaints as appropriate.
7. To ensure the service deals with all enquiries in a timely professional manner and the quality of information is maintained on a range of areas including reliefs, discounts and exemptions available and pointing to benefits available from local and central government sources
8. Undertake the most complex case work.
9. To communicate with a wide range of contacts including but not limited to; MP's Councilors, Ombudsman, staff in Finance, other departments and local authorities/public bodies, solicitors, courts law centers etc. where appropriate to their work.
10. To ensure the operation of the sound financial controls required under financial procedures are operated on a day to day basis within the service.
11. To provide direct support to the Revenues Services Manager in respect of the following but not limited to the
  - Setting of annual recovery timetable.
  - Production of the statutory bills
  - All statutory/government returns are completed accurately and on time.
12. To provide direct support to the Revenues Services Manager for the specification of requirements for the systems that delivers the Revenues System and management information, including ensuring all releases are fully tested.
13. To ensure irregularities identified in the service are investigated and reported to Corporate Anti-Fraud if appropriate. Attend court on such cases if required.
14. Undertake walkthrough testing required by Auditors, respond to audit queries and reports as appropriate.
15. To support the Revenues Services Manager in the maintenance and delivery of an effective training program to support the long-term delivery of services. Including the development of training material.
16. Respond to complaints, ensuring that they are dealt with sensitively, and within agreed deadlines whilst always maintaining the professionalism of the Council

17. Provide information for and draft responses and where appropriate respond to enquiries to the service from any source including FOI request MP and Ombudsman enquiries and member's information request.
18. Ensure the Service is provided in accordance with the Council's commitment to high quality service provision.
19. Ensure that duties are undertaken with due regard and compliance with the Data Protection Act and other legislation.
20. Carry out duties and responsibilities in accordance with the Council's Health and Safety Policy and relevant legislation.
21. To ensure that services provided are clear, accountable and responsive to customer/client needs.
22. To oversee staff performance, attendance and absenteeism management so ensuring that the team efficiently uses its staff resources.
23. To carry out any additional duties not listed above as allocated by the Revenues Services Manager.
24. To achieve agreed service outcomes and outputs, and personal appraisal targets, as agreed by the Revenues Services Manager.
25. To contribute to the overall effectiveness of the Revenues Services and to deputise for the Revenues Services Manager as appropriate.
26. To undertake other duties commensurate to the grade of the post.