

Revenues Benefits and Customer Services

Senior Revenues Officer Job Description and Person Specification

April 2015

Job Description

Job Title:	Senior Revenues Officer - Insolvency
Department:	Revenues Benefits & Customer Services
Function:	Collection
Team:	Insolvency
Post number:	PB0077
Grade:	LBR06
Hours/weeks: <i>E.g. 36 hours/52.14 weeks</i>	36 Hours/52.14 weeks
Base location:	22/26 Clements Road Ilford
Reports to: <i>Job title</i>	Revenues Team Leader - Insolvency
Responsible for: <i>Job titles of direct reports</i>	In the absence of the team leader, supervise staff and carry out the same functions he or she would do to ensure the smooth running of the section.
Role purpose and role dimensions: <i>Overview of the job</i>	To assist in the day-to-day running of the Insolvency team and ensure that all the functions within that team are carried out efficiently and effectively to maximise collection. The post holder is required to help determine the aims and objectives of the team, helping to develop and implement Revenues-wide policies and strategies aimed at creating a customer focused culture committed to continuous improvement and high quality, timely outputs. An ability to multi task and determine quickly changing priorities is essential.
Key external contacts: <i>Organisations</i>	Valuation Office, Banks, Bailiff's, Solicitors, Official Receiver, Professional Bodies (Cipfa, IRRV) MP's Police, CAB, Government Agencies, Hospitals, Student Admin Admissions, House Building Companies, Auditors (internal and external), External Solicitors, Insolvency Practitioners, Trustees in bankruptcy.
Key internal contacts: <i>Job titles or groups of staff</i>	Chief Officers, Head of Revenues, Councillors, Registrar of Electors, Family Protection, Income Section, Computer Section, Cashiers, Scanning, Auditors, Legal Department, Inspectors, Planning & Enforcement, Finance, Housing Advice, Housing Benefit, Human Resources, Welfare benefits
Financial dimensions: <i>Budgetary responsibility & amount. Equipment, cash, property etc. for which employee is responsible.</i>	Cash taken at court, Recorded Delivery Cheques, Post Dated Cheques
Key areas for decision making:	Recruitment & Training, Most appropriate method of debt recovery. Minute taking
Other considerations: <i>E.g. working patterns</i>	To manage and monitor work allocations, staff performance and quality work output and outcomes, reached in respect of the team and to ensure continuous development and improvement of the team members. Provide advice and guidance on policy and legislation. Telephone/office cover 8.30am to 17.00pm

Key accountabilities and result areas:	Key elements:
Staff Supervision	<p>This will involve: Managing and motivation of team of staff in absence of Team leader. Advise & take over complex queries from all different levels of staff.</p> <p>To develop and review processes and performance, ensuring that key performances indicators and targets are achieved.</p> <p>Assist in the recruitment and selection of new staff.</p>
Training	<p>This will involve: Working closely with Team leaders to undertake quality checking, to identify training needs, and ensure ongoing on the job training.</p> <p>Identify external/internal training needs and organize courses and update the training data base, as on-going part of Investors in People.</p>
Technical Knowledge & ability	<p>This will involve: Having detailed and comprehensive knowledge of Council Tax legislation to ensure that staff achieve the required performance and quality standards and that all work is carried out in accordance to the appropriate regulations, case law and Council policies.</p>
General accountabilities and responsibilities	
Green Statement	<p>This will involve:</p> <ul style="list-style-type: none"> ▪ Seeking opportunities for contributing to sustainable development of the borough, in accordance with the Council's commitment to making Redbridge a cleaner, greener place to live. In particular, demonstrating good environmental practice (such as energy efficiency, use of sustainable materials, sustainable transport, recycling and waste reduction) in your job.
Data Protection/Confidentiality	<p>This will involve:</p> <ul style="list-style-type: none"> ▪ Complying with the Data Protection Act 1998 – treating all information acquired through your employment, both formally and informally, in strict confidence and in accordance with Caldicott principles. ▪ Complying with the Code of Conduct, other practice guidelines and the rules and protocols defining employees' access to and use of the Council's databases and systems. Any breaches could result in disciplinary measures. ▪ Maintaining client records and archive systems in accordance with departmental procedure, policy and statutory requirements.
Conduct and Whistleblowing	<p>This will involve:</p> <ul style="list-style-type: none"> ▪ Complying with the requirements of the Code of Conduct and maintaining high standards of personal conduct, honesty and integrity. You have a duty to raise any impropriety or breach of procedure to the appropriate level of management. Employees making such disclosures (whistleblowing) are protected and may make them without fear of recrimination.

Safer Working	This will involve: <ul style="list-style-type: none"> Commitment to safeguarding and promoting the welfare of children, young people and vulnerable adults. Where you work in such a post the Council will require a CRB Disclosure check and references will be taken up prior to interview.
Equalities	This will involve: <ul style="list-style-type: none"> Complying with the Council's strong commitment to achieving equality of opportunity and outcomes in its services to the community and in the employment of people. You are expected to understand, comply with and promote Council policies in your work, to undertake any appropriate training and to challenge any prejudice and discrimination.
Customer Care	This will involve: <ul style="list-style-type: none"> Complying with corporate and service area customer service standards and promoting the development of high quality, individualised and customer-led services.
Health and Safety	This will involve: <ul style="list-style-type: none"> Being responsible for your own Health & Safety, as well as that of colleagues, service users and the public. Employees should co-operate with management, follow established systems of work, use protective equipment where necessary and report defectives and hazards to management.
To contribute as an effective and collaborative member of the team	This will involve: <ul style="list-style-type: none"> Taking responsibility for continuing self-development and participating in training and development activities. Participating in the ongoing development, implementation and monitoring of the service plans. Supporting and contributing to value for money, service efficiencies and improvements.
Flexibility	This will involve: <ul style="list-style-type: none"> The above-mentioned duties are neither exclusive nor exhaustive. From time to time you may be required to undertake responsibilities outside the normal remit of your Job Description as required by the line manager, and are broadly within your the grading level and competence.

Person Specification

Job Title:	Senior Revenues Officer - Insolvency		
<i>Method of candidate assessment: A = Application form I = Interview T = Test. Weighting: 3 = most important, 2 = least important</i>		A - I - T	Weighting
Minimum education/ qualifications:	*Good level of education	A	2

Minimum experience/ knowledge/ skills:	*A detailed and up to date knowledge of Council Tax	A-I	3
	*Extensive experience of working in a Council Tax	A-I	3
	*Computer literate with knowledge of immediate systems and their interaction with other systems.	A-I	3
	*Understanding of the Valuation Office and Tribunal procedures.	A-I	3
	*Good interpersonal skills.	A-I	3
Minimum competencies: Customer focus	*Good numeric and literacy skills.	A-I	3
	*Demonstrate an undertaking of the Council's commitment to promote and deliver an excellent service, ensuring customer care and best practice are met.	A	2
	*Ability to maintain and develop office practices for ongoing improvements to the delivery of the service.	A	2
Communicating and influencing	*Ability to actively promote the Collection service and act as a resource of expert knowledge and information to all stakeholder and users.	A	2
	*Good and effective communication skills, oral and written, with the ability to impart complex and diverse information to all levels of management, staff, professional bodies and government agencies.	A-I	3
	*Ability to deal with sensitive issues with empathy, diplomacy and professionalism.	I	3
Building relationships, working together and in partnership	*Ability to professionally negotiate with Council Tax payers over very large debts.	I	3
	*Ability to liaise effectively with all stakeholders and partners in the promotion of the Service and development of best practice.	A-I	2
	*Demonstrate initiative and innovation in the development of enhanced partnership working.	A-I	2
Respecting & implementing diversity	*Ability to work with and lead a team demonstrating a commitment to inter-team co-operation and collaborative working.	A-I	3
	*Demonstrate understanding and a commitment to the councils Equality and Diversity Policy.	A-I	3
Planning, organising & achieving results	*Ability and Commitment to working within a non-discriminatory customer-centred framework.	A-I	3
	*Demonstrate excellent organisational skills with the ability to plan, prioritise and manage own and team workloads. Working with a framework of tight deadlines and procedures.	A-I	3
Embracing change	*Ability to forecast and plan pro-actively in staffing allocation, needs, changes in regulations and the achievement of performance indicator targets.	A-I	2
	*Ability to support the Service Area and its business goals through flexible joint working arrangements between teams and sections.	A-I	2
<i>For those with managerial responsibility</i> Leadership	*Ability to generate and assimilate new initiatives and implement Changes arising from constant legislation changes, imparting such information to those affected and adapting procedures accordingly.	A-I	3
	*Ability to autonomously lead and manage a team responsible for the administration, billing and collection of Council tax.	A-I	2
	*Ability and willingness to evaluate service provision and delivery to identify and negotiate areas of development including making suggestions for improvements.	I	3
	*Ability to lead in the development, writing and implementation of policy and procedure.	I	2
	*Ability to manage and prioritise workload.	A-I	3
	*Ability to diagnose specific problems and to devise and implement resolutions.	I	2

Managing and developing people	*Ability to manage, direct, motivate and develop a team of officers ensuring they are developed to their full potential using a range of communications skills.	1	3
	*Ability to conduct interviews with staff in accordance with all Council HR policies.	1	2
	*Ability to assist and educate team members in prioritising their workload and time management.	1	2
	*Ability to train others on legislative issues and procedures.	1	2
Special conditions:	*Willingness to attend external conferences, training programmes and meeting across the country.	1	2
	*Willingness and ability to represent the Council and the case at Court and a Valuation Tribunal.	1	2
Signature of Employee:	Name:	Date:	