

# ROCHDALE BOROUGH COUNCIL

## JOB DESCRIPTION

<b>Service</b>	:	Finance
<b>Section</b>	:	Revenues and Benefits
<b>Location</b>	:	Number One Riverside, Rochdale
<b>Job Title</b>	:	Team Leader - Council Tax
<b>Post Number</b>	:	
<b>Grade</b>	:	8
<b>Accountable to</b>	:	Director of Finance; Head of Revenues and Benefits (Collection and Support); Operations Manager - Collection
<b>Accountable for</b>	:	Council Tax Officers; Apprentices
<b>Hours of Duty</b>	:	37
<b>Any Special Conditions of Service</b>		A flexible work-life balance scheme  The authority operates a Smoke Free Policy for all its employees and applies to any building and associated grounds within in the immediate vicinity of the building which is wholly owned, leased or operated and occupied by R B C.  Subject to Disclosure Scotland clearance

**The council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects staff to share this commitment.**

### Organisational Chart

See Appendix 1: structure diagram attached.

### Purpose and Objectives of the job

To support the Operations Manager - Collection to deliver an efficient, effective and quality Council Tax Service; and to work together with and to cover for, where appropriate, the absence of the other Team Leaders to meet overall collection priorities and targets.

### Control of Resources

Personnel: Supervision of staff.

Financial: Responsible for the correct operation of financial systems relating to Revenues and Benefits in accordance with statutory regulations and council procedures.

Equipment/Materials: Responsible for equipment and materials used by self and staff.

## **Health/Safety/Welfare**

Responsibility for the safety and welfare of self and colleagues in accordance with the health and safety policies of the council.

## **Equality and Diversity**

To work in accordance with the authority's policy relating to the promotion of Equality and Diversity.

## **Training and Development**

The post holder will be responsible for assisting in the identification and undertaking of their own training and development requirements in accordance with the council's Performance Management Framework and for all other staff they are responsible for.

## **Relationships (Internal and External)**

- Internal:        Officers within Finance Services  
                    Officers within other service areas  
                    Elected members of the authority
- External:       Staff of other local authorities  
                    Members of the public  
                    Government Departments  
                    Other relevant external bodies and organisations

## **Values and Behaviours**

Approach the job at all times using the values set out in the Rochdale Way:

- Valuing our people
- Focusing on customers
- Acting with integrity
- Using time and money wisely
- Working together
- Always learning and improving

Be aware of and apply the Rochdale Way behaviours at all times.

## **Service Duties and Responsibilities**

- 1) To manage the team dealing with all aspects of Council Tax.
- 2) To maintain an advanced knowledge of Council Tax legislation and procedures and ensure that any changes are assessed for impact and appropriate changes made to procedures where necessary and to be conversant with Benefits legislation.
- 3) To ensure compliance with legislation and procedures in relation to Council Tax activity for which the service has a responsibility.
- 4) To manage people effectively through coaching and mentoring, training and development, dealing with poor performance and any disciplinary issues and managing success and achievements.

- 5) To ensure effective service delivery through regular liaison with the Visits Team Co-Ordinator.
- 6) To provide advice to the service and others on technical issues in relation to Council Tax.
- 7) To provide the lead for any issues relating to Council Tax valuation, liability, recovery, discounts, exemptions, reliefs, legislative changes and the review of discounts, reliefs and exemptions periodically as required by legislation, policy or procedure.
- 8) To be responsible for the processing of all matters associated with Council Tax valuation, liability, recovery, discounts, reliefs, exemptions and avoidance.
- 9) To liaise with the Valuation Office Agency when required.
- 10) To maintain an advanced knowledge of system generated reports in respect of Council Tax ensuring quality is maintained and performance improved.
- 11) To be responsible for attending court hearings where relevant and to cover for the Business Rates Team Leader at court in their absence when required.
- 12) To provide support to colleagues in the Information and Data Systems Team at pre-arranged times (e.g. annual billing and other 'peak' times) and through any periods of transition (i.e. during release updates).
- 13) To help identify training needs on the team and to produce well-structured written procedures and guidance and to facilitate appropriate training.
- 14) In consultation with the Operations Manager - Collection to lead, manage and assist in a timely manner with projects relevant to the team.
- 15) To take the lead on ad-hoc roles and service issues relevant to the team, commensurate with the grade of the post.
- 16) To promote a performance orientated culture and to identify and resolve any issues which may affect team performance.
- 17) To contribute to the reporting and accounting for team performance and outcomes in a timely and accurate manner, for example by completion or assisting in completion of Government returns.
- 18) To regularly meet with the team, encourage positive two way communication, contribute to team-building, encourage the sharing of ideas and to help maintain good team morale.
- 19) To promote and ensure a communication culture exists within the team, which is effective, timely and appropriate.
- 20) To help promote positive performance of the service, for example publicising and communicating good practice and attending seminars and forums.
- 21) To contribute to the setting of team targets, strategies and plans relating to all Council Tax activity for which the team has a responsibility, then to monitor and help to ensure achievement of these targets, strategies and plans and taking corrective action where appropriate.

- 22) To encourage and bring forward ideas to improve performance in relation to Council Tax activity.
- 23) To constantly look for ways to improve the service the team delivers by implementing best practice, changing procedures and demonstrating a willingness to learn ensuring a continuing improvement in performance, customer satisfaction and service excellence.
- 24) To demonstrate leadership through: leading by example; having a positive attitude and approach; being open and honest; motivating self and others; and inspiring others.
- 25) To participate in training programmes as identified in One to One meetings and as specified by the Head of Revenues and Benefits - Collection and Support.
- 26) To ensure quality is at the heart of service delivery, by adopting a 'right first time' approach that aims to meet customer needs and demands and to help achieve improved levels of customer satisfaction.

### **Core Duties and Responsibilities**

- 1) To ensure compliance with the council's statutory requirements, policies and procedures.
- 2) To promote and respond to policies around the Corporate Plan.
- 3) To promote diversity, to participate in the achievement of the council's Equality and Diversity Strategy and work in accordance with the Equality and Diversity Policy.
- 4) To be responsible for the health, safety and welfare of self and others in accordance with the health and safety legislation and council policies.
- 5) To maintain relationships with relevant stakeholders and partners, e.g. elected members, Agilisys, suppliers, other local authorities, voluntary agencies, Support Team and Complaints Officer.
- 6) To ensure compliance with the council's Health Related Absence Policy.
- 7) To ensure compliance with the IT Regulations and guidance to managers on the use of DSE equipment.
- 8) To respond to issues around data security, risk assessments, disaster recovery and emergency planning (Civil Contingencies Act 2004).
- 9) To ensure compliance with the council's Performance and Development Review Process through the effective use of One to One meetings and Personal Development Reviews and to contribute to communication with staff through the briefing process.

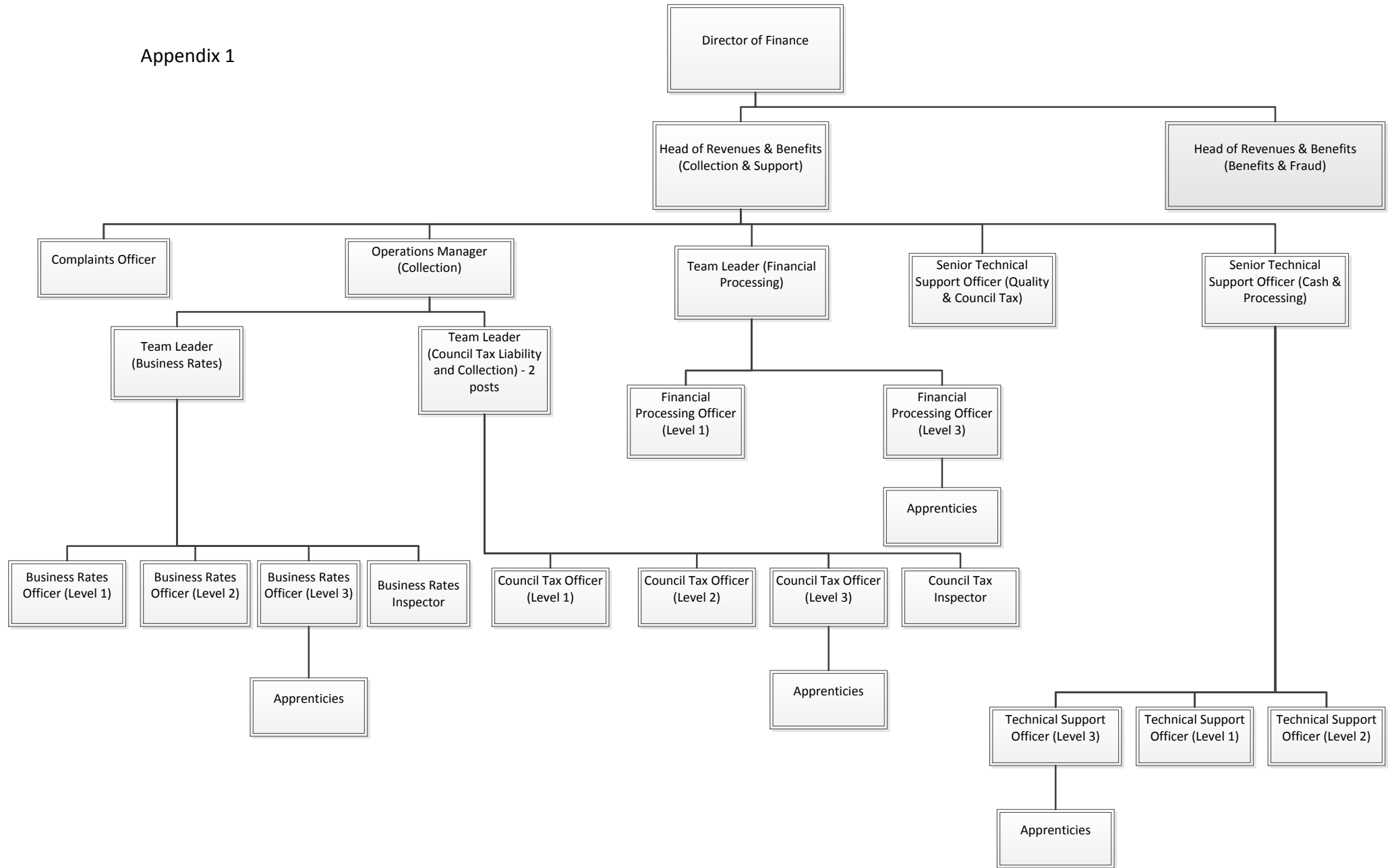
### **Secondary Duties and Responsibilities**

- 1) To participate in council programmes of in-service training as a trainee and when required as a trainer facilitator.

- 2) To provide support and assistance to other parts of the service as appropriate to the skills of the postholder as and when directed by the Head of Revenues and Benefits - Collection and Support.
- 3) To undertake such other duties and responsibilities of an equivalent nature as may be determined from time to time by the Director of Finance (or nominated representative) in consultation with the postholder (and if he/she so wishes, with his/her Trade Union representative).

Job Description prepared by	_____	Date	_____
Agreed by Postholder	_____	Date	_____
Supervisor	_____	Date	_____
Chief Officer	_____	Date	_____

## Appendix 1



## Rochdale Borough Council Person Specification

<b>Service :</b>	Finance	<b>Post:</b>	Team Leader – Council Tax
<b>Section :</b>	Revenues & Benefits	<b>Post Number :</b>	FSRBCFPT0025
<b>Job Ref:</b>		<b>Grade:</b>	Grade 8

### **Note to Applicants:**

The *Essential Criteria* are the qualifications, experience, skills or knowledge you **MUST SHOW YOU HAVE** to be considered for the job.

The *How Identified* column shows how the Council will obtain the necessary information about you.

If the *How Identified* column says the **Application Form** next to an *Essential Criteria* you **MUST** include in your application enough information to show **how** you meet these criteria. You should include examples from your paid or voluntary work.

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	Criteria	Essential (E) or Desirable (D)	How Identified: AF Application Form I Interview A Assessment
<b>(a)</b>	<b>Qualification and Experience</b>		
1	What is your experience of managing a team successfully within a Revenues & Benefits environment?	E	AF/I/A
2	Describe your track record of improving individual, team and service performance effectively, e.g. through coaching, mentoring, training, addressing poor performance and application of HR Policies.	E	AF/I
3	Illustrate how you have established a positive communication culture within a team environment, which proved to be both effective (in terms of impact) and timely.	E	AF/I
4	Describe how you have helped to bring about positive change and solved problems in relation to council tax collections and what this impact has had on service delivery.	E	AF/I
5	Provide examples of a proven track record of affective communication across all levels of a public organisation.	E	AF/I
<b>(b)</b>	<b>Skills and Knowledge</b>		
5	Describe your ability to identify issues, conflicts, disagreements etc. within a team; and how you have brought about resolution of these.	E	AF/I
6	Illustrate how you can and do encourage innovation through being confident to assess risk.	E	AF/I
7	Describe how you have maximised team performance through successful team building, being ambitious and addressing difficult or unpopular issues.	E	AF/I/A

8	Illustrate how you've prepared team strategies and plans, taken part in projects and prepared coherent and logical written reports and documentation, e.g. business cases, letters, project reports, training notes etc.	E	AF/I/A
9	Illustrate your ability to solve technical problems by interrogating accounts and reports within and data from the Capita or similar Revenues and Benefits system.	E	AF/I
10	What is your knowledge of changes to welfare or other Government policies and policy direction that have had, or will have, an impact on council tax collection?	E	AF/I/A
<b>(c) Special Working Conditions</b>			
12	Are you willing to adopt a flexible approach to normal work patterns?	E	AF/I
13	Are you able to attend at presentations, seminars and forums as required?	E	AF/I
<b>(d) Behaviours and Values</b>			
14	<p>Approach the job at all times using the values set out in the Rochdale Way:</p> <ul style="list-style-type: none"> <li>Valuing our people</li> <li>Focusing on customers</li> <li>Acting with integrity</li> <li>Using time and money wisely</li> <li>Working together</li> <li>Always learning and improving</li> </ul> <p>Please confirm you are willing to adhere to these values and behaviours.</p>	E	AF/I
<b>Armed Forces</b>			
15	If applying as part of the Armed Forces Scheme please confirm your last long term employer was the Armed Forces.	D	AF/I
16	If applying as part of the Armed Forces Scheme please confirm you have been looking for a job for 6-24 months since you left the Armed Forces.	D	AF/I