

	Job Title	Head of Revenues and Debt
	Department	Customer and Digital Service
	Section	Customer Access
	Grade	Hay 4
	Reports to	Director of Customer Access
	Staffing Responsibility	Direct reports Civil Enforcement Manager Service Manager Debt Service Manager Revenues 4 x Council Tax Team Leaders Circa 100 staff

Job Purpose:

1. To support the Director Customer Access in securing the continuous development, improvement, efficiency and success of the Department as a whole through effective leadership, budget management, strategic direction, planning, management and governance
2. To lead on all aspects of the strategic development and operational management of Brent's Revenues services (Council Tax , NNDR) and Corporate Debt recovery (Housing Benefits, Adult Social Care, Sundry Debt and in house Civil Enforcement) ensuring that the service meets the diverse needs of Brent residents.
3. To lead on the effective provision and management all outsourced services relevant to Revenue and Debt collection including NNDR, Civil Enforcement contracts , Printing legal services and relevant IT systems .
4. To develop and manage relationships with key stakeholders and customers with a particular emphasis on developing external partnerships and directing programmes of change as required.
5. To lead on and support cross cutting corporate initiatives at the request of the Chief Executive.

Dimensions:

- Operational Budget £4M per annum
- Lead responsibilities for collection of Council Tax £141M per annum, Council Tax arrears £30M, NNDR £137M per annum , HB £10M per annum ASC £ 10 M per annum , Sundry debt £ 120 per annum
- 121,000 Council Tax properties
- 9,191 Businesses
- Council tax functions includes billing, collection, enforcement and inspections/valuation. Telephone calls are answered within the council tax service, however face to face customers are seen by the customer services centre

- Debt functions include all aspects of recovery and enforcements and associated management of contacts in relationship to this

Principal Accountabilities:

1. Work collegiately with colleagues on the Senior Management Team (SMT), and make a proactive contribution delivering departmental and corporate objectives.
2. Lead and manage a portfolio of customer focused services in alignment with both corporate and departmental aims and priorities.
3. Provide leadership and management to achieve high performance and effective operational delivery; which will include managing the effective use of resources and staff.
4. Work closely with the Operational Director to support effective working relationships with relevant portfolio holders.
5. Support and develop partnership working, including acting as an effective ambassador and advocate with external organisations.
6. To take a lead role in leading and managing the Council Tax service and outsourced NNDR contract in order to maximize revenue income in the most efficient and effective way possible.
7. To take a lead role in managing the Council's Corporate Debt service including the provision of in house and external civil enforcement.
8. To lead on the strategic development of Revenues and Debt services and the development and implementation of operational plans that support delivery of these.
9. To take a lead role in the development and implementation of policies for Revenue and debt services.
10. Procurement and contract management of services necessary for the provision of Revenue and debt services, including Civil Enforcement and legal services.
11. To take a lead role in responding to changes in legislation including preparation of reports for the Corporate Management Team and Members.
12. To ensure compliance with all legislative requirements and Corporate policies as related to the delivery of Revenue services.
13. To be a Member of BCS Senior Management team, acting as a role model for staff and leading on cross unit initiatives as required.
14. Manage, develop and motivate a highly skilled team of Revenues staff coaching them as required on procedures, service standards, allocating and delegating work and effectively managing performance.
15. Ensure all aspects of the service are customer focused; including service literature, letters templates, web information, forms and leaflets.
16. To be accountable for the effective management of the Revenues budget in line with Council standing orders and financial regulations.
17. To promote and maintain effective working relationships, providing support and advice to Cabinet, Scrutiny and other Members.
18. Safeguarding is everyone's responsibility and all employees are required to act in such a way that at all times safeguards the health and well-being of children and vulnerable adults.
19. Carry out duties with due regard to the council's customer care; equal opportunities; information governance, data protection and health and safety policies and procedures.
20. Undertake any other duties commensurate with the general level of responsibility of this post.

Job Context:

- Wide range of internal and external contacts including directors, senior managers, elected members, professional bodies, partner organisations and government functions involving the use of a wide range of interpersonal skills.
- Partner other local authorities, public sector organisations and agencies, local businesses, the voluntary sector and other stakeholders.
- Developing partnership working with key external stakeholders across the public, private and voluntary sectors.
- Management and leadership of a high performance team.
- Lead role in the development of the council's services in this area.
- Operates within a framework set by Corporate and Departmental Management teams but with considerable freedom to shape services.
- Leads on policy and development and ensures implementation of new legislative requirements.
- Ensures high professional standards.

DBS Status	Basic
Politically Restricted	Yes

Person Specification

Job Knowledge, Skills & Experience:

Specify the qualifications, experience, skills and abilities required.

All criteria are essential

Knowledge and Qualifications:

1. Educated to degree level or equivalent experience at senior management level
2. Detailed knowledge of Council Tax and NNDR legislation
3. Detailed knowledge of Debt Recovery processes and practical application of best practice
4. Evidence of significant relevant Continuing Professional Development (CPD).

Experience:

5. Track record of achievement at a management level in a similarly large and complex organisation including:
6. delivering customer focused services and service improvements, managing demands and pressures on the service and tight deadlines;
7. ensuring that the service is effectively resourced to deliver to the required standards;
8. service planning, anticipating priorities, changing landscape and predicting the shape and cost of delivering future service requirements;
9. leading and implementing complex change programmes;
10. management of budgets.

Skills and Abilities:

11. Strong Leadership and management skills including people, process, performance and budget management.
12. Effective communication, negotiation and influencing skills.
13. Work collaboratively corporately and departmentally creating a strong team spirit.
14. Strong role model who demonstrates a personal commitment to high standards of public service and ethics, honesty and integrity and professionalism.
15. Ability to work effectively and collaboratively with a wide range of stakeholders, both internal and external.
16. Ability to manage complex change programmes and to build engagement and “buy-in” to support the successful delivery of these.
17. Ability to effectively manage contracts so as to secure the best outcome from these.
18. Show resilience and drive to cope with the demands and pressures of the post including the ability to cope effectively at times of crisis.