

LONDON BOROUGH OF MERTON

CORPORATE SERVICES DEPARTMENT

JOB DESCRIPTION

POST TITLE: Deputy Local Taxation Manager

Grade: ME15

DIVISION/SECTION: Revenues and Benefits

Location: Civic Centre

Responsible to: Revenues and Benefits Manager

Responsible for: Council Tax Collection Team and Business Rates Team

Post number: T7206

Date: December 2009

Main Purpose

1. Deputise for the Revenues and Benefits Manager and to represent the Revenues and Benefits Manager at meetings as appropriate. To assist in the strategic management of the section.
2. Manage a council tax collection team to administer and collect council tax ensuring that the Council's statutory duties in relation to administration and collection of council tax are met at all times and to deliver an excellent customer service.
3. Responsible for the accuracy of the Valuation and Rating lists
4. Manage the Business Rate team to administer and collect business rates ensuring that the Council's statutory duties are met and to deliver an excellent customer service
5. Manage the team's resources, including staff, systems, and equipment to promote the work of the Revenues and Benefits Section by ensuring the provision of a high quality service

6. Assist the Revenues and Benefits Manager to develop and implement practices and policies which improve service standards and collection rates

Main Duties and Responsibilities

1. To deputise for the Revenues and Benefits Manager in his/her absence and to represent the Revenues and Benefits Manager as appropriate e.g. at meetings.
2. To assist in the management of the unit's budget and ensure that there is no overspending on equipment, stationery and staff costs. To assist the Revenues and Benefits Manager in the development of a business plan and the departmental service plan.
3. Responsible for monitoring and reporting the services key performance indicators to the Revenues and Benefits Manager. To manage information in relation to the teams performance and to ensure compliance with the performance targets of the section.
4. Manage, lead and develop a high performing team, responsible for business rates collection and valuation, to deliver a customer and quality-focused service using performance management processes
5. Manage, lead and develop a high performing team, responsible for administration and collection of council tax, to deliver a customer and quality-focused service using performance management processes
6. Monitor the work of staff to ensure a high standard of written and verbal responses to customer enquiries
7. Ensure all team members are fully trained in the use of systems and procedures and are fully aware of the current legislation and regulations surrounding all aspects of valuation, collection and recovery of the tax
8. Recruit, develop and train staff. Identify training needs through the appraisal scheme, in particular induction training on systems and procedure and coaching
9. Responsible for the accurate maintenance of the Valuation List and Rating List. To ensure completion notices, section 123 notices and charging order notices are completed and sent by staff authorised to do so, correctly and in a timely manner.
10. Responsible for the timely issue and validation of refunds awarding interest where appropriate and awarding of Charity relief, both mandatory and discretionary in line with procedures

11. To manage the write off procedure for business rates. Ensure all ceased accounts with irrecoverable debts are prepared for write off by the team in a timely manner. To be responsible for approving the write offs and passing these to the Revenues & Benefits Manager /Head of Service for authorisation
12. Acquire and maintain a comprehensive knowledge of all relevant legislation relating to council tax and business rates and proposed changes to the scheme and the ability to train and brief staff accordingly.
13. Ensure the procedures regarding the effective billing and collection of council tax and business rates are carried out correctly and that procedures are updated, maintained and improved where necessary.
14. To lead projects as required with regard to the implementation of new systems and procedures in the section.
15. To be responsible for maintaining excellent communications channels with all staff in the teams, with other departments and external agencies. To closely monitor the work of all staff to ensure a high standard of written and verbal response within prescribed timescales
16. Have a detailed knowledge of all aspects for council tax and business rates legislation.
17. Deal with MP, Councillor and FOI request within prescribed timescales.
18. To input data on business rates and council tax systems in an accurate and timely basis, and to be aware both of the performance indicators this data contributes to, and of the council's Data Quality strategy
19. Produce regular adhoc statistical and performance management information to inform management decision making
20. To ensure the service is sufficiently covered at all times, and to develop work programmes that will improve the service provided to the teams customers. To ensure that team members are available for reception duties and to ensure an adequate telephone answering service is provided and that customers are dealt with in a firm, fair and consistent manner.
21. To be responsible for ensuring the integrity of the service is upheld and that confidentiality of customers information is maintained at all times. To ensure the Council's resources are safe guarded against potential fraud.
- 22.

23. To work flexibly to deliver a seamless service across front and back office functions/processes
24. To be responsible for ensuring that all of the activities of the team reflect the Council's Equal Opportunities Policy in relation to both employment and service provision.
25. To be responsible for ensuring that the Council's corporate health and safety policy is implemented and that safe working practices and procedures are adopted by all staff in the team.
26. Such other tasks as are required to fulfil the duties of this post, which may include for management development and service flexibility reasons movement to a comparably graded post.

Other Requirements

To ensure effective communication within the work area, with other sections of the Council, and with the community.

To ensure that training and development opportunities provided by departmental management are maximised so as to improve performance and job satisfaction.

To actively participate in the Council's performance appraisal scheme.

Health and Safety

To work within Corporate and Departmental Health and Safety policies and procedures at all times and to raise any queries with the appropriate line manager.

Equal Opportunities

To be aware of the Council's Equal Opportunities Policy; to understand it and to adhere to it.

Customer Care

To assist in ensuring that the Authority's aims regarding customer awareness are achieved.

Information Technology

To make use of information technology where necessary in the areas of responsibility and to develop IT use in consultation with the appropriate technical officers.

I agree the above job description

Signed _____ Date _____

I agree the above job description subject to the amendments made in red ink

Signed _____ Date _____

LONDON BOROUGH OF MERTON

CORPORATE SERVICES DEPARTMENT

PERSON SPECIFICATION

POST TITLE: Deputy Local Taxation Manager

Grade: ME15

Date: December 2009

Experience of

Essential

Working in council tax and/or business rates environment with conflicting priorities and an environment with substantial interface with customers

✓

Managing, developing and motivating staff both individually and in groups

✓

Coaching, training and giving feedback

✓

Performance management and using data to improve and enhance service delivery

✓

Drafting guidance notes, reports and/or procedures

✓

Managing budgets and ensuring income and expenditure targets are met

✓

Knowledge, Skills and Abilities

A detailed knowledge and understanding of council tax and business rates legislation

✓

Excellent IT competencies in relevant local taxation software packages relating to relevant service provision

✓

Ability to work within conflicting deadlines

✓

The ability to explain and resolve non routine or difficult queries and issues in a straightforward way

✓

Excellent communication and interpersonal skills

✓

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| Staff supervision including interviewing, appraising and developing | ✓ |
| Positive attitude towards change and a flexible approach to an evolving service | ✓ |
| An understanding of and commitment to the Council's Equal Opportunities Policies and the role of 'front line' senior officers in implementing the Council's Equal Opportunities Policies | ✓ |
| An understanding of customer care in front line services, and commitment to delivering responsive services that meet customer needs. | ✓ |