

Job Profile

Position Details	
Post	Team Leader (Business Rates)
Service Area	Customer, Transformation and Resources Corporate and Customer Services / Revenues
Reports to	Service Manager
Grade	PO2
Job Family	To be completed by HR

Role Purpose
<p>This role exists to manage the delivery of Business Rates within the Revenues Service for Haringey Council in accordance with legislation, policy and procedures.</p> <p>Staff will be expected to maximise income growth and enable debt reduction</p> <p>All staff will be expected to exhibit the competencies detailed in the Person Specification and to deliver services in line with our expected behaviours:</p> <ul style="list-style-type: none"> • Ambitious • Accountable • Human • Professional
Main Responsibilities
<ol style="list-style-type: none"> 1. Lead a team of staff within Revenues – Business Rates ensuring that all matters relating to people management are implemented including full adherence to the Council’s appraisal scheme and HR procedures. 2. Carry out and manage the processes of valuation, billing, collection and enforcement of Revenues – Business Rates. 3. Lead and authorise decisions in respect of insolvency, charging order and committal, providing technical expertise and advice in respect of enforcement. 4. Deal with and manage workloads and service demand in line with legislative and procedural requirements. 5. Use IT systems to facilitate and administer records within the Revenues Service. 6. Utilise knowledge, skills and experience within Revenues – Business Rates to enable the maximisation of income growth and reduction in debt. 7. Deliver a professional service with due regard for targets service improvement and performance quality. 8. Maintain a knowledge of relevant legislation, best practice and customer contact procedures 9. To represent the Council internally and externally in all matters of enforcement, particularly at the Magistrates and County Courts. 10. To demonstrate flexibility and adaptability in the drive towards change and the improvement of processes.

Generic Responsibilities
<p>11. Understanding, knowledge and ability to follow guidelines that ensures compliance with Health and Safety at Work, Data Protection and other statutory requirements.</p> <p>12. Understanding and commitment to promoting and implementing the Council's Equal Opportunities policies.</p> <p>13. Knowledge and experience of using IT.</p> <p>14. To undertake any other temporary responsibilities aligned with the overall purpose and grade of the role.</p>

Knowledge, Qualifications, Skills and Experience	Essential or Desirable
Have an excellent knowledge of relevant legislation, best practice and customer contact procedures as well as associated experience in respect of Revenues – Business Rates	E
Experience of managing and motivating a team in a busy environment.	E
Experience of setting own and team priorities in line with agreed targets, managing workloads according to service needs.	E
Able to work under pressure with competing priorities	E
Politically aware	D
Awareness of the current and expected issues impacting Local Authorities.	D
Able to communicate accurately and professionally	E
Excellent written and verbal communications skills	E
Good IT skills, including MS Office	E
Knowledge and experience of Revenues IT Systems	E

Main Contacts & Other Information
<p><u>Main Contacts:</u> Head of Revenues Head of Service Delivery Assistant Director for Corporate and Customer Services Finance Department</p>

Additional Information

Please complete the additional information as fully as you can.

Supervision / Management of People				
Please indicate which group best describes the total number of staff the post holder is responsible for:				
None	Up to 5 staff	6 to 15 staff	16 to 49 staff	50 plus staff
		X		
Are the staff based at the same work location?				No
Will the post holder be responsible for contract / agency / project staff?				Yes

In the normal course of their duties would it be reasonable to expect the job holder to undertake, or be involved in, any of the following on a regular basis.

If Yes, please provide an estimate of the % of their working day this involves.

Work Environment					
Activity	Yes/No	% of working day	Activity	Yes/No	% of working day
Office duties.	X	90%	Use of a computer.	X	90%
Audio typing.			Crisis or conflict situations.	X	When at court
Walking more than a mile.			Manual handling.		
Working alone or in isolation.	X	When at court	Working in confined spaces.		
Driving a car, van or minibus.			Preparing or serving food.		
Exposure to infectious diseases, e.g. Tuberculosis (TB) or Hepatitis B.			Working in awkward positions, e.g. stooping, bending, reaching.		
Exposure to substances hazardous to health, including lead, asbestos or radioactive substances.			Operating heavy or hazardous machinery including forklifts, diggers or cranes.		
Regular and repetitive movements.			Working shifts / unsocial hours, nights.		
Outdoor work involving uneven surfaces.			Standing or sitting for prolonged periods.	X	90%

Activity	Yes/No	% of working day	Activity	Yes/No	% of working day
Working shifts / unsocial hours / nights.			Working at heights / on ladders, roof work.		
Teaching, or responsibility for, children.			Outdoor work involving extremes of temperature.		
Electrical hazards.			Control and restraint.		

Resources – identify & list personal and identifiable accountability for physical and financial resources including those of clients:
N/A
Cash/Financial Resources - Is the post personally and identifiably accountable for the accurate handling / security of cash and cheques? If yes, specify the average amount controlled at any one time and the nature of the accountability:
N/A
Plant/Equipment - is the post personally accountable for the proper use / safekeeping of plant / equipment? If yes, please indicate the type(s) of plant/equipment and the nature of the accountability:
N/A
Stocks/Materials - Is the post personally accountable for materials / items of stock? If yes, please indicate the type and approximate value and the nature of accountability:
N/A
Data Systems - is the post personally accountable for the use, manipulation and safekeeping of data systems whether manual or computerised? If yes please indicate the type of system(s) and the nature of the accountability, whilst explaining the importance of the data systems to the Council's operations:
N/A
Buildings - Is the post personally accountable for the proper use and safekeeping of buildings? If yes please indicate the type of building(s) concerned and the nature of the accountability:
N/A