

Post Specification

Post Specification - Key Information

- **Post Title: Revenues Team Leader**
- **Date: July 2026**
- **Post Group Number: 9060**
- **Job Family: Regulation and Technical**
- **Job Family Role Profile: RT10**
- **Final Grade: 10**

To be read in conjunction with the job family role profile.

Service Area Description

The Revenues and Benefits is a statutory service and sits within the Resources Directorate, specifically within the Finance service, with responsibility for the professional, timely and accurate collection, recovery and enforcement of Council Tax, Business Rates and Business Improvement Levy and for the administration of Housing Benefit and Council Tax Support to our residents.

The Revenues and Benefits service is responsible for the following key functions:

- Council Tax
- Business Rates
- Business Improvement District Levy
- Debt Recovery
- Housing Benefit and Council Tax Support
- Housing Benefit overpayment recovery

Purpose of this Post

To support the Revenues Management Team in promoting and delivering a legislatively compliant, effective, and high-quality customer centric Revenues Service through the development and delivery of a range of functions and initiatives, including Council Tax, Business Rates, Business Improvement District levy.

To manage a multifunctional Revenues Team, with responsibility for the operational and performance management and for providing clear guidance and direction which promotes and develops a culture of continuous improvement, compliance and efficiency.

The Revenues Team Leader will provide technical knowledge and interpret appropriate legislation and regulations relating to Council Tax, Business Rates and Business Improvement District to ensure a customer-orientated service is delivered to residents and businesses.

They will ensure employees deliver the service in line with the Council's values, Ways of Working and Operating Model, taking a performance management approach, displaying positive behaviour, and will provide strong, effective resource management, playing a key role in the future transformation of the service.

The post holder will deputise for the Revenues Management Team when required and will work closely and collaboratively with the Revenues & Benefits Strategic Leads, and colleagues across Directorates.

Key Job Specific Accountabilities

- To be responsible for the organisation, and day to day management of revenues operations for the team, ensuring that all enquiries, tasks and changing priorities are successfully delivered.
- To provide knowledge and interpret appropriate legislation and regulations relating to all areas of Council Tax, Business Rates and Business Improvement District.
- To ensure a customer centric service is delivered to residents and businesses and other service users in relation to the effective and accurate administration, billing, collection and recovery of Council Tax, Business Rates and Business Improvement District levy.
- To ensure maximum quality and accuracy of revenues administration is in place in order to protect the Council's financial standing and provide an excellent customer experience.
- To ensure the prompt processing of changes in circumstances, discount and exemption applications, schedules of alterations from the Valuation Office Agency (VOA) to ensure timely billing in relation to Council Tax, Business Rates and Business Improvement District levy.
- To ensure that recovery actions are taken in a timely manner for Council Tax, Business Rates and Business Improvement District levy in line with legislative powers to maximise income.
- To ensure that customers are signposted to relevant assistance such as Council Tax Reduction scheme, debt advice, and other initiatives.
- To prioritise and monitor workloads of the team, ensuring required tasks are undertaken and deadlines met.
- To undertake quality checking and deliver feedback on any errors and areas of praise, creating and maintaining a positive team morale and working environment where the team are supported and valued.
- To maintain and utilise an up-to-date knowledge of Council Tax, Business Rates and Business Improvement District levy legislation, Council policies, IT skills and administrative procedures.
- To assist with the training and development of staff and provide support, coaching and mentoring to members of the team.
- To work closely with the Revenues Strategic Lead and Revenues Manager to identify areas of strengths and weakness and to implement a continuous improvement ethos.
- To deal with, and advise customers and colleagues as required, in relation to more complex and contentious cases, including signposting to Council Tax Reduction, debt and welfare advice.
- To assess, develop, direct, motivate and provide support to the team e.g. flexi, absence management, performance management etc.
- To assist with the timely and accurate translation of new or revised legislation, policy, guidance and system changes into operational practice and process, ensuring a fully compliant service.
- To represent the Council at meetings with stakeholders and partners, ensuring positive relationships are developed and maintained.
- To represent the Council in the Magistrates Court .
- To represent the Council in the Valuation Tribunal.
- To provide cover for other managers within the Revenues and Benefits service area as required.
- To undertake recruitment and selection within the Revenues team.
- To analyse, interpret and report on management information as and when required.
- To develop and maintain accurate records.

- Undertake all other roles and tasks that are consistent with the level of this post, or that fall within the broad spirit or scope and purpose of the role supporting the professional delivery of the Revenues service in a timely and effective manner.

Please note: Annual targets will be discussed during the appraisal process.

Key Facts and Figures of the Post

- **Budget Responsibilities:** No direct budget responsibility
- **Staff Management Responsibilities:** Supervise, motivate and recruit 7.95 FTE Revenues Officers
- **Other:** The Revenues and Benefits Service has anchor buildings and teams located in Barrow, Kendal and Penrith. The Revenues Team Leader will be based at Penrith although there will be a requirement for travel to other sites

Essential Criteria

- **Qualifications:**
 - Educated to a degree level or significant relevant experience in a Local Authority Revenues environment
- **Knowledge:**
 - Good standard of IT literacy in Microsoft Word, Excel, PowerPoint and Outlook and MRI Revenues and Benefits software
 - Ability to operate in a complex and changing environment
 - Ability to monitor and manage performance, and analyse data and draw conclusions
 - Ability to support the delivery of transactional services to customers
 - Ability to plan and formulate own work activity with minimal supervision
 - Ability to effectively communicate to a range of levels in a variety of forms
 - Effective organisational and decision-making skills
 - Ability to work under pressure and to tight deadlines with enthusiasm, drive and commitment to achieving successful outcomes
 - Being proactive in finding best practice guidance and generating innovative and creative solutions, and applying them to local circumstances
- **Experience:**
 - Proven ability to lead a team, including effectively manage performance, setting targets and dealing with issues as they arise
 - Experience in setting, maintaining and monitoring standards of accuracy, diligence and service delivery
 - Strong experience of working with a wide range of stakeholders
 - Evidence of developing and / or supporting partnerships and collaborating with Directorates
 - Evidence of managing significant change
- **Expertise:**
 - Extensive technical, legislative and specialist knowledge in a Revenues environment
 - Ability to deal with complex and contentious cases such as complaints, FOI's and Councillors correspondence.
 - To play a key role in the Revenues and Benefits service transformation programme.

Desirable Criteria

- IRRV qualification at Technician level or above or working towards
- Leadership qualification at Level 4 or above
- Experience of delivering innovative solutions to improve service delivery

Disclosure and Barring Service (DBS) Checks

- This post does not require a DBS.

Job Working Circumstances

- **Emotional Demands:** Ability to manage the emotional demands of the role. The job involves dealing with some of the most vulnerable customers within our community.
- **Physical Demands:** Normal
- **Working Conditions:**
 - Although the job is generally office based, there will be some flexibility to work from home, subject to agreement by the line manager
 - There is also some physical need to move throughout office buildings and attend external meetings and training events with a variety of different organisations
 - To meet the duties of the post the job holder must be able to travel independently around the area
- **Other Factors:**