

**Manchester City Council
Role Profile**

**Head of Corporate Revenues, SS1
Corporate Services**

Reports to: Assistant Director for Revenues, Benefits & Customer Services

Band SS1 (Senior Strategic Lead)

Role portfolio

Overall purpose of the role

(Key accountabilities of the job and the outcomes the role is responsible for)

As a senior post holder within Manchester City Council this role will provide strategic leadership to the Revenues service within the Revenues, Benefits and Customer Services Unit.

The role will have overall accountability for all elements of the Council's Revenues Service, delivering a centre of excellence for the Council's billing and collection services. This includes management of the Council's Council Tax Service, Business Rates Service and the recovery of other money and debts owed to the Council including benefit overpayments and all other miscellaneous debt.

The role is responsible for the strategic leadership of the Council's Revenues Service, involving the administration and collection of Council Tax, Business Rates, Housing Benefit Overpayments and miscellaneous income.

The post holder is the senior strategic lead and subject matter expert for the Council's Council Tax and Business Rates service's and how this links into the Council's wider budget and commissioning strategies and plans. This is in relation to strategic budget and collection arrangements and the management of local discretionary budgets, costs collection and bad debt provision.

Due to the size of Manchester, the Council's views and position is often sought by MHCLG, HMRC as well as various national organisations.

Specific Role Accountabilities

Provide visionary strategic leadership, ensuring that strategic, operational and performance targets are achieved across a range of strategic service areas included within the portfolio.

Provide strategic subject matter expert advice to other senior managers and members as required.

Develop, implement and monitor and control effective systems and procedures to ensure high quality performance management across a range of service areas to

address performance at all levels and discharge any statutory requirements. Drafting and implementing Business Plans.

Develop and implement local schemes and manage discretionary budgets effectively and respond to political and legislative requirements.

Develop long term collection and recovery strategies, working with the Department of Work and Pensions and HMRC (with Chief Officer and member approval).

Work with partners, stakeholders and government agencies to deliver high quality cost effective services, where possible working across boundaries to reduce costs.

Manage agreed budgets, staffing and infrastructure and effectively managing any resources provided. Provide robust financial management and forecasting across service areas and projects.

Responsible for the tendering and management of contracts with Enforcement Agent companies, Credit Reference Agencies, Insolvency solicitors and companies that work to identify empty domestic properties and those liable for outstanding business rates.

Represent the Council nationally and regionally and with key partners across the city.

Role context

Service overview and function of the role

The key aspect to the role is to maximise revenue for the Council to fund essential Council services through the effective strategic leadership of the Council's Revenues Service which is responsible for the collection of Council Tax, Business Rates, Benefit Overpayments and Miscellaneous Income.

The post holder has responsibility for the development and delivery of short, medium and long term collection and recovery strategies, initiatives and activities for the Council.

Council Tax – overall responsibility for the administration, billing, collection and recovery of Council Tax from domestic properties in Manchester by the Council. This includes interpreting and implementing legislation, writing and updating policies, identifying, developing and undertaking collection activities and initiatives.

Business Rates- overall responsibility for the administration, billing, collection and recovery of Business Rates from business properties in Manchester by the Council. This includes interpreting and implementing legislation, writing and updating policies, identifying, developing and undertaking collection activities and initiatives.

Housing Benefit Overpayments- overall responsibility for the recovery of Housing Benefit Overpayments.

Key Role Descriptors:

This leadership role will provide professional and technical advice and/or operational management within a service, acting as principal advisor within their area.

The role holder will develop greater coordinated working across services, partners and communities through relationships with key stakeholders and by listening and engaging with people to deliver improved services, recognising the importance of external relationships to the organisation.

The role will adapt and develop organisational policies, applying innovative thinking to develop solutions across a range of issues.

The role holder will focus on service delivery and outcomes, driving service priorities, and adapting to changing internal and external environments to achieve the best possible outcomes for Manchester.

Manage employees and budgets successfully ensuring service needs and resource levels are identified and met. Shared or lead responsibility for a specific budget/s.

Ensure statutory regulations are met to safeguard the organisation and the population of Manchester.

Provide clear communications to City Council Committees, elected Members, MPs and organisations from the public, private and voluntary sectors, to enable effective decision making.

Our leaders should be exemplars of the Our Manchester behaviours in action: demonstrating them through their interactions with colleagues and partners day-in-day-out and their overall approach to delivering for the people of Manchester. They should be confident in challenging others who are not demonstrating these behaviours and open to challenge when others feel they are not working in this way.

Foster commitment, talent and fresh thinking, challenging yourself and others and take responsibility for their own development and promoting continuous learning.

Through personal example, open commitment and clear action, ensure diversity is positively valued, resulting in equal access and treatment in employment, service delivery and communications.

Where the roleholder is disabled every effort will be made to supply all necessary aids, adaptations or equipment to allow them to carry out all the duties of the role. If, however, a certain task proves to be unachievable, job redesign will be given full consideration.

Behaviours, skills, and technical requirements

Our Manchester Behaviours

- We work together and trust each other
- We're proud and passionate about Manchester
- We take time to listen and understand
- We 'own it' and aren't afraid to try new things.
- We show that we value our differences and treat people fairly

Generic Skills

- **Partnership and collaborative working:** The ability to harness the full commitment and responsibility of all staff and key stakeholders in delivering the vision.
- **Strategic Planning:** The ability to turn strategic ideas and objectives into practical, well organised plans with a focus on results, standards and objectives on time to quality, within budget and to reprioritise, plan and organise own and others' work effectively to ensure these are met.
- **Financial Management:** Excellent financial planning skills to develop short, medium and long term financial plans with an ability to budget proactively with large, high-risk or volatile elements being identified and cross-referenced to operational activity. The ability to understand and challenge all costs to identify further efficiencies.
- **Communication Skills:** A skilled communicator in terms of the political/officer interface who exhibits integrity and creates rapport, trust and confidence.
- **Problem Solving and Decision Making:** Ability to react to immediate problems of a highly complex nature with associated risk factors and deliver pragmatic solutions sometimes under extreme pressure.
- **Planning and Organising:** Sets clearly defined objectives, plans business activities and projects well in advance and takes account of risks and changing circumstances; identifies and organises resources and manages time effectively monitoring performance against milestones and deadlines.
- **People Management:** Ability to exert positive influence over the performance of others, promoting others' self-esteem, inspiring trust and fostering confidence in others' ability to achieve high standards, thereby enhancing a performance orientated culture which supports the delivery of high quality services to the community.
- **Commercial skills:** Demonstrates sound business intelligence and decision making with an ability to identify commercially viable solutions and opportunities.

Technical requirements (Role Specific)

- A strong understanding of the national policy context for local government.
- A thorough understanding of the legislation and statutory framework affecting service delivery in the relevant areas.
- Extensive knowledge, experience and understanding of the major issues facing the service specifically in a Revenues, Benefits and Adults Social Care area.
- Highly developed written communication skills- evidence of producing high quality strategic and complex policy and financial based documents.
- IRRV qualification or Diploma in Management or substantial, successful experience in the field.