

City of Wolverhampton Council

Job Description

Job title:	Team Leader
Directorate:	Finance
Service:	Revenue and Benefits
Location:	Any suitable location within the City of Wolverhampton
Workstyle:	Flexible
Responsible to:	Revenues and Benefits Manager or System and Development Manager
Grade:	Grade 7

Job Purpose and Role:

To ensure timely and effective administration of housing benefit, council tax support, council tax, business rates, BIDs, maximising collection of income, maintenance of systems used by Revenues and Benefits and development activities.

- The postholder will supervise team(s) undertaking one or more of the following functions:
 - (i) Assessment and determination of all types of housing benefit and council tax support claims and discretionary awards.
 - (ii) Assessment and determination of all types of liabilities for council tax and business rates and discretionary discounts and reliefs.
 - (iii) Investigation of and response to appeals.
 - (iv) Training and development of staff undertaking work to support the Revenues and Benefits Service
 - (v) Visiting Officers to maximise income to the authority
 - (vi) Maintenance of Council Tax and Business Rates Lists
 - (vii) Maintaining IT systems and implementing new IT solutions
 - (viii) Providing assurance that the service is complying with legislation, policy, procedure and codes of conduct.

(ix) Maintenance of technical and procedural business rules.

(x) Completion of statistical returns and use of data to inform service Delivery

- To maximise income and minimise loss.
- To develop, set and monitor performance standards.
- To identify improvement opportunities and feed into the development Process
- To represent the Council at tribunals.
- To act in accordance with the Council's Constitution and other Codes of Conduct.
- To participate in staff development, appraisal and training as appropriate, including continuous professional development.
- To comply with the Council's agreed policies and procedures including but not limited to Health and Safety, and Equal Opportunities Policies, General Data Protection Regulations, Freedom of Information Act, Financial Management Regulations and other relevant Council and Government Regulations, Directives and City-wide priorities.
- To undertake any other tasks, duties and responsibilities as directed and appropriate to the grade and role of the post subject to any reasonable adjustments under the Disability Discrimination Act 1995 as incorporated into the Equality Act 2010.
- To participate in the wider development of the service and contribute to service improvement as required.
- Effectively manage and review allocated contracts to ensure the required level of performance and best value is achieved in line with the Council's key strategies; as appropriate and training provided.
- Work with key stakeholders when required to effectively manage contracts to achieve the best outcome for the delivery of the Council's objectives; as appropriate and training provided.
- City of Wolverhampton Council is committed to Corporate Parenting.

“Corporate Parenting is the collective responsibility of the Council to provide the best possible care and protection for children who are looked after.”

Effective date
Signature of post holder

City of Wolverhampton Council

Person Specification

Job title: Team Leader

Factors	Essential	Desirable	How identified
Qualifications	<ul style="list-style-type: none"> •Grades A-C in Maths and English GCSE. •Continuing Professional Development. 	<ul style="list-style-type: none"> • IRRV Professional Qualification. •Management development activities. 	Application form Certificate
Experience	<ul style="list-style-type: none"> •Working at a senior level in a local taxation or benefits environment •Monitoring staff. •Designing and implementing development programmes •Practical experience of applying council tax, business rates, housing benefit or council tax support legislation. 	<ul style="list-style-type: none"> •Northgate Revenues and Benefits system •Presenting cases at Court or Tribunal. •Coaching and mentoring. •Recruitment and selection. 	Application form References Interview
Special Knowledge/Skills	<ul style="list-style-type: none"> •Well developed negotiation and persuasion skills. •Excellent presentation and communication skills both written and oral. •Able to produce, analyse and make decisions on complex statistical data and management information. •Able to organise others to provide maximum outputs. •Detailed working knowledge of council tax and business rates legislation or •Detailed working knowledge of housing benefit and council tax support legislation. 	<ul style="list-style-type: none"> •Detailed working knowledge of council tax and business rates legislation and •Detailed working knowledge of housing benefit and council tax support legislation •Debt collection and enforcement procedures 	Application form References Interview

Factors	Essential	Desirable	How identified
	<ul style="list-style-type: none"> •Understanding of performance management, quality assurance and continuous improvement processes. 		
Personal Qualities	<ul style="list-style-type: none"> •Persuasive, persistent and self motivated. •Capable of thinking laterally and proactively. •Confident and resilient. •Confidence in dealing with sensitive and potentially difficult situations. •Able to use initiative within delegated authority. •Decisive, results orientated, and outcome focused. •Able to establish and maintain good working relationships and work effectively as part of a team. •Able to remain effective under pressure. 		Application form References Interview
Commitment	<ul style="list-style-type: none"> •To high standards of customer service. •To achieving the highest levels of income to the Council •To ongoing personal and professional development. 		Application form References Interview