Revenues Operations Manager
£41,967 - £52,455
Woodcock Street
Permanent
Working 36.50 hours per week

Birmingham City Council is looking for a senior manager to assist with the operational management for the Revenues Service. Maximising income collection through the efficient collection of council tax and business rates has never been more important. We need someone with drive and innovation to support the Head of Revenues in meeting the many challenges ahead.

This is an ideal opportunity for someone with experience of working local taxation collection. You will lead a large team to ensure that the council’s income from council tax and business rates collection is maximised for the benefit of the citizens of Birmingham.

The successful applicant will manage a diverse operation and will be expected to bring new ideas and approaches to revenues collection.

**Experience and Skills**
You will ideally need:

- Management experience in collection of council tax and business rates
- An understanding of the factors affecting local taxation collection
- The ability to implement successful change strategies
- Good communication skills and the ability to deal with a diverse stakeholders
- An appetite for change, being inquisitive and willing to drive new ways of working
- To be a team player contributing to the wider Council strategies
- To deliver exceptional levels of customer service

Ref: EC1852017

Closing Date: 29 June 2017

A Disclosure and Barring Service (DBS) check will be undertaken

“Right to work in the UK documentation will be fully checked for all applicants. All non UK and non EU applicants are required to apply for a Certificate of Sponsorship from Birmingham City Council and must be approved by the UK Border Agency (UKBA) before any employment offer can be confirmed.”
Economy

Job Description

Post: Operations Manager
Salary/Grade: Grade 6
Division: Customer Services
Section: Revenues and Benefits

1. **Job Purpose**

1.1 To manage the City Council’s Revenues operation within budget and to acceptable service standards.

1.2 To improve Revenues performance, providing exceptional service within the regulatory environment and subject to BCC policies.

1.3 To lead and be accountable for a series of specific projects, initiatives and tasks to support the delivery of the Revenues Service, Council objectives and priorities.

2. **Duties & Responsibilities**

2.1 To ensure the delivery of Revenues Service to meet the requirements of its customers, with specific focus on process mapping and business re-engineering in response to legislative, organisational change and Council priorities.

2.2 To initiate and implement changes in procedures and systems to ensure continued improvement in service delivery, achieve efficiency savings and maximise income to the service.

2.3 To organise and manage staff in the Revenues Service, including the development of work plans, priorities and performance targets.

2.4 To manage employee relations for the Revenues Service and chair regular meetings with staff side representatives.

2.5 To be responsible for employment issues within the Revenues Service. This includes staff recruitment and selection, management of attendance, staff development and welfare counselling.

2.6 To keep abreast of developments in public and private sector performance management.
2.7 To exercise close management control in all aspects related to the processing of discounts, exemptions and reliefs. Maintaining control of data quality and maximising the overall tax base.

2.8 To be a member of and contribute to the Division's Senior Management Team.

2.9 To prepare reports and briefings as required.

2.10 To liaise with the internal departments and other outside agencies as appropriate on inter-agency working, service provisions and impact of services on the local authority.

2.11 To manage the liaison with other organisations in the exchange and use of benchmarking information.

2.12 Implement the Directorate Health and Safety Policy ensuring that there is:

- regular and systematic identification, review and evaluation and control of risks
- promotion of safe working practices
- action to stop unsafe working practices and procedures
- compliance with Health and Safety Policy

2.13 To reflect an understanding of and sensitivity to the cultural diversity and needs of communities in the City in the provision of the Benefit Service

2.14 To promote, adhere to and implement the City Council’s policy on Equality of Opportunity within the Division and within the Directorate generally.

2.15 Promote the City Council’s sustainability strategy by implementing working practices and procedures that ensure a sustainable approach to the use of resources and that resources are disposed of in a sustainable way.

3. **Supervision Received**

3.1 **Supervising Officer Job Title:** Head of Revenues Service

3.2 **Level of Supervision**

Plan own work to ensure the meeting of defined objectives.

4. **Supervision Given** (excludes those who are indirectly supervised i.e. through others).

To Section Managers and Team Managers as appropriate and directed.
5. **Special Conditions**

- This vacancy is exempt from the Rehabilitation of Offenders Act
- A Criminal Records Bureau check will be undertaken
- This post is politically restricted

The office base will be in accommodation allocated to the Economy Directorate the location of which is subject to change from time to time. The majority of work will be based in offices within the City Centre, with visits to other offices and organisations about the City as and when required.

A 36.5 hour working week with flexible hours is in operation. The office hours may be subject to adjustment as may be necessary having regard to the requirements of the service.

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Observance of the **City Council’s Equal Opportunities Policy** will be required.
## PERSON SPECIFICATION

**JOB TITLE:** Revenues Operations Manager  

**DIRECTORATE:** Economy  

**GRADE:** GR6  

**DEPARTMENT:** Customer Services  

**DIVISION:** Revenues and Benefits

### Method of Assessment

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<thead>
<tr>
<th>CRITERIA</th>
<th>ESSENTIAL</th>
<th>METHOD OF ASSESSMENT</th>
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<tr>
<td><strong>Experience</strong></td>
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<td>(Relevant work and other experience)</td>
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<td>Experience of working at a senior management level</td>
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<td>Experience of operational process management</td>
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<td>Experience of Business Planning</td>
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<td>Experience of delivering meaningful performance improvement in the delivery of services</td>
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<td>Experience of managing work planning paying particular attention to the close detail of processes</td>
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<td>Experience of financial management with responsibility for complex budgets</td>
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<td>Experience of successfully managing complex organisational change</td>
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<td>Experience of managing employees including employee relations, staff development, performance and attendance issues</td>
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<td>Knowledge and commitment to customer service</td>
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<td>Experience of IT processes and systems</td>
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<td><strong>Skills and Abilities</strong></td>
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<td>An ability to fulfil all spoken aspects of the role with confidence using the English Language as required by Part 7 of the Immigration Act 2016</td>
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<td>Ability to establish good working relationships with the trade union representatives and internal and external stakeholders</td>
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<td>Excellent interpersonal skills and an ability to work corporately across a large organisation</td>
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<td>Ability to contribute to wider thinking about the strategic management of the Revenues and Benefit Division and particular emphasis on the effectiveness and efficiency of working practices including the application of new technology</td>
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<td>Resource management skills</td>
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<td>Ability to work under pressure and to manage complex and conflicting issues/demands simultaneously</td>
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<td>High level communication skills both oral and written</td>
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<td>Public presentational skill and ability to deal with the media</td>
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<td>Ability to Project manage effectively</td>
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<td>Ability to manage limited budgets effectively</td>
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<td>Ability to communicate complex financial issues to lay people/non financial staff</td>
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<td>Ability to produce accurate and timely management information</td>
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<td>Ability to demonstrate commitment to equality of opportunity and a thorough understanding of equality issues including a commitment to the equality planning process</td>
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<td>Skill of resilience, diplomacy and business acumen</td>
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**Skills & Abilities (Cont’d)**

|          | Ability to work unsocial hours including weekends/Bank Holidays as required | AF |
|          | Ability to maintain confidentiality                                          | AF |
|          | Relevant management degree and/or a demonstration of extensive management experience at a senior level | AF |

**Compiled by**  
……………………………………

**Date**  
……………………………………

**Agreed by DPO**  
……………………………………

**Date**  
……………………………………

**(Signature)**