

# Job Description



South  
Cambridgeshire  
District Council

<b>DEPARTMENT</b> Corporate Services	<b>LOCATION</b> SOUTH CAMBRIDGESHIRE HALL
<b>JOB TITLE</b> Council Tax Team Leader	<b>POST NUMBER</b> S2A.11
<b>GRADE</b> 5	<b>SCP RANGE</b> 25 - 30
<b>RESPONSIBLE TO</b> Assistant Local Taxation Manager	<b>RESPONSIBLE FOR</b> Council Tax Team
<b>HEALTH CONSIDERATIONS/RISK/SURVEILLANCE REQUIRED</b> VDU habitual user	

## Description Of Duties And Responsibilities

### Key Result Areas/Overview

To lead the Council Tax team, providing supervision, support and motivation to team members. To actively contribute to the provision of an effective, and continuously improving, Revenue Collection service.

### Dimensions of Job

The Authority has around 66,000 Council Tax properties. This busy team is responsible for billing residents and businesses for these charges, applying exemptions and discounts where appropriate, and instigating action against non-payers by sending reminders and court summonses.

### Key Contacts/Communication Links

**Internal :** Staff and senior officers  
Recovery Team  
Contact Centre  
Benefits Team  
Accountancy Team

**External:** Members of the public, Valuation Office Agency, Valuation Tribunal, Welfare and advice agencies, Rating Agents, other Local Authorities, Software Suppliers

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## **Key Responsibilities/Specific Duties**

- 1 Responsibility for the performance of the Council Tax team, including the supervision of staff, allocation of work, identification of training needs, performance appraisal, sickness absence management, etc.
- 2 To work as a proactive member of the Revenues Services management team at a team leader level.
- 3 To contribute to the development and delivery of the Revenues Service plan in order to improve performance, meet customers' expectations, and contribute to the Council's corporate objectives.
- 4 Continually review and improve procedures to ensure a systematic and managed approach to administration and collection functions, ensuring we make the best use of Information and Communication Technology, and that there are adequate supervisory controls in place to minimise any risk of loss of income to the Council
- 5 Resolve complaints and complex cases and provide advice to team members in respect of complex enquiries. Respond to customer enquires in person, by telephone and in writing.
- 6 Develop and maintain a detailed understanding of legislation and best practice regarding the administration and collection of Council Tax and provide support, guidance and training to others.
- 7 Deal with the day-to-day administration of Council Tax, for example, negotiate payment arrangements, periodically review reliefs / exemptions, maintain the Banding lists to ensure an accurate charging base.
- 8 Ensure early stage recovery documents such as reminders and court summonses are issued to non-payers in an accurate and timely manner and in accordance with legislative requirements
- 9 Implement the annual billing procedure at year end, ensuring all charges increased correctly and notifications are issued on time.

## **General to all job descriptions**

To comply with the Council's Equal Opportunities policy, Code of Conduct and other relevant policy, procedures and legislation.

To comply with / ensure compliance with the Council Data Protection Policies and the Data Protection Act / GDPR and other relevant legislation.

This post carries specific responsibilities for Health and Safety in particular the carrying out/updating of Risk Assessments.

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South Cambridgeshire District Council's Safety Policy and other safety procedures and guidelines are deemed part of this job description. Employees must look after their own health, safety and welfare and be mindful of other persons who may be affected by their acts. Employees must co-operate and comply with management instructions regarding Health and Safety issues and report all accidents, incidents and problems as soon as practicable to their supervisor, manager or other senior members of staff available.

The responsibilities outlined above cannot totally encompass or define all tasks that may be required of the post-holder. The outline of responsibilities given above may, therefore, vary from time to time without materially changing either the character or level of responsibility or grade.

Job Description Last Reviewed: 26/11/2018