

Job Description

Service:	Revenue and Benefits
Job title:	Council Tax Team Leader
Grade:	G
Hours of work:	37
Responsible to:	Council Tax and Business Rates Manager
Responsible for	
Direct reports:	Original: 4.8
Indirect reports:	0
Budget:	Responsible for providing information and supporting sound budget management across the service

Purpose of Post:

To lead and manage the operational delivery of the Council Tax Team, ensuring the accurate and timely administration of Council Tax accounts, including occupations and vacations, discounts and exemptions, billing processes, account balancing, write-offs and support to recovery activity.

The post holder will ensure compliance with legislation, Council policies and best practice, whilst delivering a customer-focused service that maximises Council Tax income, maintains high levels of customer satisfaction and supports the Council's wider objectives. The role will also contribute to service improvement, performance management and organisational readiness for future legislative and organisational change.

Key Deliverables:

- Lead and manage the Council Tax Team to deliver a high-performing, customer-focused service.
- Ensure Council Tax accounts are accurate, maintained and updated in accordance with legislation and policy.
- Oversee billing, discounts, exemptions, reliefs, write-offs and associated Council Tax processes.
- Ensure statutory deadlines and performance targets are achieved.
- Support the maximisation and collection of Council Tax income.
- Manage complaints, appeals and customer feedback relating to Council Tax.
- Produce management information and performance reports as required.
- Apply delegated powers within the Council's Constitution where appropriate.
- Support the implementation of legislative, procedural and technological changes.
- Work collaboratively with internal and external stakeholders to deliver an integrated local taxation service.
- Manage team performance, development, wellbeing and employee engagement.
- Contribute to continuous improvement initiatives and service transformation activities.



	Essential (E) or Desirable (D)	Method of assessment
Knowledge and Qualifications		
Knowledge of Council Tax legislation and its practical application	Essential	Application Form / Interview
Knowledge of Council Tax discounts, exemptions, reductions and reliefs	Essential	Application Form / Interview
Understanding of local taxation administration processes	Essential	Application Form / Interview
Excellent working knowledge of Microsoft Office and relevant specialist systems	Essential	Application Form / Interview
Two A Levels (or equivalent) and extensive experience in a similar role	Essential	Application Form
Recognised management qualification (NVQ Level 4 or above) plus at least two years' management experience	Desirable	Application Form
IRRV Technician / Level 3 Certificate	Desirable	Application Form
Knowledge of Housing Benefit, Council Tax Support and Business Rates	Desirable	Application Form / Interview
Knowledge of fraud prevention and investigation practices	Desirable	Application Form / Interview



Experience		
Experience of working within a Council Tax service	Essential	Application Form / Interview
Experience of managing and leading a team	Essential	Application Form / Interview
Proven track record of meeting performance targets and service objectives	Essential	Application Form / Interview
Experience of dealing with customers in a complex service environment	Essential	Application Form / Interview
Experience of working collaboratively across multiple teams	Essential	Application Form / Interview
Experience of complaint resolution and escalation management	Essential	Application Form / Interview
Project management experience	Desirable	Application Form / Interview
Skills and Abilities		
Strong leadership and people management skills	Essential	Interview
Excellent verbal and written communication skills	Essential	Application Form / Interview



Ability to interpret and apply legislation accurately	Essential	Interview
Ability to analyse information and make sound decisions	Essential	Interview
Strong customer service skills, including managing difficult conversations	Essential	Interview
Ability to plan, organise and prioritise competing workloads	Essential	Interview
Ability to deliver outcomes to tight deadlines and service standards	Essential	Interview
Ability to influence stakeholders and build positive working relationships	Essential	Interview
Demonstrates innovation and continuous improvement	Essential	Interview
Strong performance management and problem-solving skills	Essential	Interview
Ability to work flexibly and adapt to changing priorities	Essential	Interview
Decision Making and Impact on Others	The post holder is responsible for making operational decisions relating to Council Tax administration, application of legislation and service delivery. Decisions made will directly impact customers, income collection, service performance and the Council's compliance with statutory obligations.	



What impact the decisions made by the post holder would have on others across the Council	The role requires balancing risks and benefits, exercising delegated authority where appropriate and supporting the achievement of corporate objectives through effective decision-making and leadership. Decisions may influence customers, service users, recovery processes, partner organisations and colleagues across the Council.
Communication with Internal and External Customers What customers the applicant would be in contact with in the job	The role requires regular communication with a wide range of stakeholders. Internal customer contact 40% External customer contact 60%
Personal Attributes and Other Requirements In this section please list any other qualities you are looking for from the applicant (E) Essential (D) Desirable	Demonstrates strong customer focus and commitment to service excellence (E) Leads by example and promotes a positive team culture (E) Takes accountability for decisions and outcomes (E) Resilient and able to work under pressure (E) Demonstrates integrity and professionalism (E) Promotes continuous improvement and innovation (E) Builds collaborative and productive working relationships (E) Supports the development and wellbeing of colleagues (E) Flexible and adaptable to changing priorities and demands (E)
HDC values	The values outlined below reflect our collective positive attitude and how all staff are expected to work together as one team. Inspiring: We have genuine pride and passion for public service; doing the best we can for customers.



The icare logo features a circular arrangement of five stylized human figures in blue, green, yellow, red, and purple, holding hands. Below the graphic, the word "icare" is written in a lowercase, sans-serif font.	Collaborative: We achieve much more by working together, and this allows us to provide the best service for customers. Accountable: We take personal responsibility for our work and our decisions, and we deliver on our commitments to customers. Respectful: We respect people's differences and are considerate to their needs. Enterprising: We use drive and energy to challenge the norm and adapt to changing circumstances. We are always ready for challenges and opportunities, and we embrace them.
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Safeguarding and promoting the welfare of children and young people/vulnerable adults

Huntingdonshire District Council is committed to safeguarding and promoting the welfare of children and vulnerable adults and expects all staff and volunteers to share this commitment.

- Ability to safeguard and promote the welfare of children and young people/vulnerable adults
- Demonstrates understanding of safeguarding issues
- Appreciates the significance of safeguarding and interprets this accurately for all individual children and young people/vulnerable adults whatever their life circumstances.
- Has a good understanding of the Safeguarding agenda
- Can demonstrate an ability to contribute towards a safe environment
- Is up-to-date with legislation and current events
- Can demonstrate how s/he has promoted 'best practice'
- Shows a personal commitment to safeguarding children