

Job Profile

Job Title: Income & Arrears Team Manager

Job Grade: Level 4.2

Salary Range: £47,394 - £54,222

About Camden

Camden is building somewhere everyone can thrive, by making our borough the best place to live, work, study and visit. Because, we're not just home to UK's fast-growing economy. We're home to the most important conversations happening today. And we're making radical social change a reality, so that nobody gets left behind. Here's where you can help decide a better future for us all.

This role plays a key role in supporting residents in Camden and ensuring the Council's financial security through the fair, accurate and effective assessment of Council Tax liability and awarding of exemptions, discounts and Council Tax Support. It will lead a high performing team that awards discounts and exemptions fairly and works together with Contact Camden to deliver a timely and customer focused service.

About the role

1. To manage a team of up to 13 officers, including all performance, leave, sickness monitoring and health and safety matters.
2. Lead and motivate your team to ensure a culture of ongoing development and learning is embedded into the team to drive continuous service improvements, efficient and customer focussed outcomes from customer contact and to ensure the team meets targets around income, quality and customer satisfaction.
3. Ensure Council Tax accounts are billed accurately to facilitate debts being escalated and bought to a conclusion in a timely fashion. To progress cases from billing through to recovery, including Enforcement progression, debtor profiling and arrears targeting.
4. Provide expert advice (subject matter expert) for your team and other services, as required, on Council Tax discounts, exemptions and recovery, national legislation, service policies and processes, etc. by ensuring you are abreast of both current legislation and upcoming legislation changes, local policy, etc.

5. Ensure policies and procedures for the Income and Arrears Collection Team are regularly reviewed to ensure fit for purpose, meet legislative and local requirements and are streamlined where possible to remove any inefficiencies in processes. Ensuring any changes are communicated with your team and training undertaken where necessary. .
6. Work closely with Senior Management and other teams to ensure correspondence and outstanding work is completed within service level targets and appropriately reported on.
7. Use data and insight to understand performance and the end to end process, identifying and delivering areas of improvement and managing risk effectively
8. Support audits, financial budget monitoring, end of year and the annual billing process and testing of key IT system updates and changes.
9. Responsible for ensuring complaints, members enquiries, freedom of information requests, etc. are dealt with in a timely and accurate manner with any lessons learned implemented and embedded in the service in a timely fashion to ensure continuous service development.
10. Be required to carry out special tasks, assignments, reports or duties that are commensurate to the role and/or grade, where applicable as requested. You may be required to deputise for the Council Tax Assessment Manager and Recovery Team Manager in their absence.

About you

Experience and knowledge of local taxation services, in particular Council Tax.

Good operational management experience in a demand driven, high profile, customer facing team with the personal resilience and prioritisation skills to manage competing priorities.

Good experience of managing budgets, embedding financial controls, using data to understand performance with an attention to detail and an understanding of managing risk

Good interpersonal and communication skills, evidencing sound political acumen, influencing and collaboration skills across organisational boundaries

Experience of using data and insight to drive continuous service improvement with a strong customer focus, clarity of purpose and problem solving

Good people leadership skills to enable a positive culture in line with Camden's values, staff motivation and development and high performance and maintaining health and safety

Ability to use a range of IT based systems and interpret the information from them including word processing, spreadsheets, and databases.

Work Environment:

Hybrid working with the expectation of the equivalent of at least one day a week in Camden. This includes attending court in London. At key points, the postholder may be required to work at weekends to test releases and end of year processes

People Management Responsibilities:

13 Council Tax officers.

Relationships:

External agencies – VOA, DLUCH, LGO,

Council Tax teams (including those within Contact Camden)

Councillors and MPs

Trade Union representatives

Magistrates Courts and Tribunals, for presenting cases and organising hearings.

Other Local Authority Managers and Local Authority Associations (i.e. London Councils and the LGA)

Other Contractors such as enforcement agents, IT suppliers

Other Council services and departments such as contact camden, housing, finance, IT, welfare teams

Over to you

We're ready to welcome your ideas, your views, and your rebellious spirit. Help us redefine our corporate services, and we'll redefine what a career can be.

Is this role Politically Restricted?

Some posts at Camden are politically restricted, which means individuals holding these posts cannot have active political role. For a list of all politically restricted roles at Camden [click here](#).

Diversity & Inclusion

We want Camden Council to be a great place to work and to ensure that our communities are represented across our workforce. A vital part of this is ensuring we are a truly inclusive organisation that encourages diversity in all respects, including diversity of thinking. We particularly welcome applications from Black, Asian and those of Other Ethnicities, LGBT+, disabled and neurodiverse communities to make a real difference to our residents so that equalities and justice remains at the heart of everything we do. Click [Diversity and Inclusion](#) for more information on our commitment.

Agile working

At Camden we view work as an activity, not a place. We focus on performance, not presenteeism. We create trusting relationships, we embrace innovation rather than bureaucracy and we value people. Collaboration is the Camden way, silo working isn't.

At Camden we are proud to be one of Hire Me My Way's inaugural campaign supporters. Hire Me My Way is a national campaign led by Timewise, designed to increase the volume of good quality jobs that can be worked flexibly in the UK (www.HireMeMyWay.org.uk). Hire Me My Way aims to treble the number of available good quality flexible jobs to 1 million by 2020.

Asking for Adjustments

Camden is committed to making our recruitment practices barrier-free and as accessible as possible for everyone. This includes making adjustments or changes for disabled people, neurodiverse people or people with long-term health conditions. If you would like us to do anything differently during the application, interview or assessment process, including providing information in an alternative format, please contact us on 020 7974 6655, at resourcing@camden.gov.uk or post to 5 Pancras Square, London, N1C 4AG,