

Job Profile Data Accuracy Team Manager

Job Title: Data Accuracy Team Manager

Job Grade: Level 4 Zone 2

Salary Range: £45,042 - £51,870

About Camden

'Camden is building somewhere where everyone can thrive, by making our borough the best place to live, work, study and visit. Because we're not just home to the UK's fast-growing economy, we're home to the most important conversations happening today. 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'.

About the role

You will report to the Business Rates and Accuracy Service manager and assist the Council Tax and CTS Service manager, along with the Benefits Service manager too. Your team's functions have a major impact on all of these services, in seeking initiatives to continually drive improvement and develop their delivery. This means keeping abreast of legislative changes, Government policies and initiatives, best practice, new technology, etc. by being able to respond quickly to change, by implementing service improvements for the betterment of our residents, whilst maximising income for the Council.

1. To manage a multi-disciplined team of up to 11 officers, 5 of which are on street property inspectors, whilst the others are office based. You will be responsible for managing performance, leave, sickness monitoring and any other health and safety matters affecting the team.
2. Lead and motivate your team to ensure a culture of ongoing development, innovation and learning. You need to drive continuous service improvements, ensuring efficiency and customer focussed outcomes right from that initial contact. The team needs to meet targets around income, quality and customer satisfaction.

3. Ensuring the council tax and business rates bases are maintained accurately and updated in a timely fashion; supporting management information produced throughout the year to aid with key local and national forecasting requirements such as the annual taxbase report, CTB1, NDR1. All these have large implications on the Council's budgets and the support received from Central Government.
4. The management of the suspense and ledger balancing to enable accurate billing and reporting on collection; ensuring empty levy premiums are applied to accounts where required.
5. Responsible for ensuring complaints, members enquiries, freedom of information requests, etc. allocated to you are dealt with in a timely and accurate manner with any lessons learned implemented and incorporated into service delivery in a timely fashion, ensuring continuous service development.
6. Provide expert advice to your team and other services, as required, on relevant legislation, service policies and processes, etc. by ensuring you are abreast of both current legislation and upcoming legislation changes, local policy, etc. that will impact your team, such as changes to VOA practices, case law impacting awarding of reliefs, etc,
7. Ensure policies and procedures for the team are regularly reviewed to be fit for purpose, meet legislative and local requirements and streamlined where possible to remove any inefficiencies in our processes. Ensuring any changes are communicated with your team and training undertaken where necessary
8. Be required to carry out special tasks, assignments, reports or duties that are commensurate to the role and/or grade, where applicable as requested.

About you

Membership the IRRV or CIPFA preferable.

Cultural change and staff motivation

Front-line customer access – processes, people, and performance management

Excellent knowledge of Council Tax and Business rates legislation regarding liability and reliefs / discounts / exemptions and the role the tax bases for these have in setting taxes to ensure a balanced budget

Understanding of the protocols involved in collaboration and joint working with other sections and Councils in order to advance service delivery.

An understanding of Health and Safety legislation.

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

Enthusiasm, excellent people management skills and understanding of their application (including motivating teams) within a front-line customer services environment

The ability to identify problems and opportunities and propose solutions

The desire to tackle poor performance and staffing issues relating to sickness

The ability to collaborate with other managers in the service, the wider council, key stakeholders and our community to improve and develop the service we deliver.

Adaptability and setting exemplary standards by modelling Camden's WoW's.

Ability to work to strict deadlines with high levels of accuracy

Experience of using computerised systems

Successful delivery against service level targets and working effectively under pressure

Experience of supervising staff, including monitoring performance and giving feedback in a Council Tax or Business Rates service

Experience of project and /or change management

Experience of identifying training needs and delivering training to different audiences

Financial and accountancy skills to ensure the core system balances to daily ledgers

Comprehensive knowledge of the Valuation Office Agency process for valuing residential and domestic premises

Work Environment:

Requires a degree of flexibility to review stretched resources within a multi-disciplined team where failure to meet deadlines could have a significant impact on residents as well as the Council's finances (failure to keep the taxbases accurate, ledgers balanced, etc.).

The inspections side of the process may involve working in stressful environments as part of the quality assurance side of the role, which will include periodic visits with inspections officers. This will be to ensure they are acting in line with statutory and local procedures, which may involve them visiting premises that could house vulnerable or volatile individuals not identified prior to the visit.

The jobholder will have to deal with constant interruptions during the day, alongside high volumes of work. This can lead to both a busy and stressful environment.

Working in a front-line customer facing service means that the jobholder will regularly come into contact with people who are on the one hand distressed, agitated and, occasionally, aggressive and on the other hand with professional agencies like the Valuation Office Agency or the Valuation Tribunal, require you to adapt your communication and engagement styles.

People Management Responsibilities:

Front line staff x 11 (5 dedicated field-based Council Tax and Business Rates Property Inspectors; 2 x Data Accuracy officers and 2 Council Tax officers)

Relationships:

Business Rates team, Council Tax recovery team, Contact Camden (due to the front end of the service sitting there), Benefits team
Councillors and MPs

Trade Union representatives

Valuation Office Agency

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

Other Council services and departments housing, planning, licensing, commercial rent, sundry debts, finance, etc.

Over to you

We're ready to welcome your ideas, your views, and your rebellious spirit. Help us redefine how we're supporting people, and we'll redefine what a career can be. If that sounds good to you, we'd love to talk

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,