

Job Title	Assistant Director Collections and Benefits
Pay Grade	D1
Directorate	Finance and Assurance
Reports to	Director of Finance (S151 officer)
Budget (£)	<i>Responsible for the effective management of:</i> • A total revenue budget in the order of £4.5m • A total revenue income budget in the order of £165m, and benefit payments in the order of £125m
Role Purpose The post is responsible for the strategic and general management of key services to the public, namely, Council Tax Collection, Business Rates (including Business Improvement District “BID” levy and Business Rates Supplement “BRS”) Collection, Parking Income Collection and Appeals, the assessment and payment of Housing and Council Tax benefits, the collection of Sundry Debts and payment of Sundry invoices and the accounting and banking of payments received. Working as part of the Finance Directorate Management Team to enable the coordinated delivery and development of services in line with the requirements of the Corporate Plan and relevant Service Plans.	
Measures of Success • Lead and direct the strategic and general management of the following services/functions on behalf of the council: ○ Council Tax Collection ○ Business Rate Collection (including BID levy and BRS) ○ Sundry Debt Collection and payment of invoices received ○ Collection of Parking penalty charge notices ○ Payment of housing and council tax benefits • Cashiering services: Act as the Council's expert on Council Tax, Business Rates and Benefits, taking full responsibility for implementing new legislation and regulations and developing these services. • Effectively manage performance against National Indicators and internal performance targets, most notably collection rates for council tax and business rates and specific indicators for benefits. Take full responsibility for the administration and upkeep of the Council's largest property databases, managing the administration of 97,600 domestic dwellings and 5,600 commercial hereditaments in accordance with instructions from HMRC, which acts as the tax base for the generation of £272m gross council tax and £80m business rates income annually. ○ Lead and direct the effective development and implementation of the following key strategies/policies/agreements on behalf of the council: ○ Debt collection policy • To act as lead officer and directly advise relevant Chief Officers, council committees and panels, including Cabinet and Scrutiny sub-committees and council members, on other strategic policies and practices relating to the Division.	

Values and Behaviours

We want our colleagues to live our values. These values describe what we stand for and how we do things at the London Borough of Harrow whilst inspiring, challenging and guiding us towards the delivery of our organisational ambitions and goals. Our three values are: **Be Courageous, Do It Together and Make It Happen**

Management Competencies: These competencies are the requirements of all roles with responsibility for managing staff.

Management Competencies:

- Resident Focus
- Works in partnership
- Political understanding
- Managing Performance and Delivering Results
- Communicating with Impact
- Financial Grip and Business Focus
- Data-Driven Decision Making
- Nurturing Talent and Building Careers
- Corporate Awareness

1. Responsible for completing key Government returns and Calculations, such as the tax base, CTBI, NNDRI, 2 & 3, QRC and collection profiles and CTR1.
2. Responsible for monitoring the variables underpinning these returns and to act on any significant changes. These returns have major financial implications for the Council and Government deadlines must be met.
3. Lead and motivate the Collection teams effectively so that the council's income is maximised. Responsible for planning all aspects of the work and setting medium-term targets.
4. Management of the billing/recovery cycles and ensuring proper performance monitoring of the work of the staff.
5. Responsible for the correct interpretation and implementation of legislation to ensure that collections and payments are in full compliance with the authority's statutory role and the council's standing orders.
6. Responsible for ensuring that systems (computer and manual) are in accordance with accepted accounting and audit practices and that the cash received on circa 100,000 accounts is processed by IT, Cashiers, etc and properly accounted for.
7. Creation and development of effective working relationships with the following:
 - a. Senior/chief officers of the council;
 - b. MPs, councillors
 - c. Local authority associations;
 - d. Press Office; Legal Services; Finance
 - e. Community and welfare groups; CAB;
 - f. External Audit staff; Ombudsman; Valuation Tribunal; Information Commissioners Officer;
 - g. Magistrates' courts; Civil Enforcement Agents; suppliers and contractors; User-Group (software etc); members of the public and their representatives; companies and businesses; Valuation Office; solicitors; Receivers and Liquidators; Surveyors and Agents; Police
8. Responsibility for ensuring that records of persons, organisations and property liable for local taxation are accurate and up to date and that there is prompt billing and collection of such

- taxation at minimum cost to the Council.
9. Ensure payment of benefits is accurate and timely and that any overpayments are recovered effectively.
 10. Ensure the integrity of computer systems. Ensure systems are in place to prevent or detect fraud at an early stage.
 11. To continually seek new and innovative solutions to the provision of service delivery; to develop partnerships with public and private sector organisations with a view to delivering joined-up services to embrace the government's agenda for modernising public services.
 12. Responsibility for ensuring that the Service maintains the highest standards of customer service and is in accordance with expected industry standards. .
 13. Support projects relevant to the services in scope, such as the establishment or renewal of business improvement districts for example.
 14. Respond to consultations with MHCLG and London Councils in respect of any proposed major changes to legislation and represent the Council at both local and national forums.
 15. To maintain and update merchant numbers as may be required from time to time via the Council's merchant provider, in respect of LBH services.
 16. To assist, in consultation with Finance, the determination of the collection fund position in accordance with the statutory reporting timetable.

Selection Criteria

Qualifications, Knowledge and Experience, Skills and Behaviours

Role requirements	Essential	Desirable
Must have authoritative knowledge of the main issues relating to the delivery of collections and benefits services and be able to quickly acquire any missing areas of knowledge	✓	
Experience in delivering high-performing, high-quality, value-for-money services and customer-facing services within a high-profile public and political environment.	✓	
Must have experience in interpreting legislation and regulations and developing the policies, procedures and structures necessary to implement and deliver them.	✓	
Significant management experience with demonstrable experience at a senior level within a similar organisation.	✓	
Experience of making complex multi-agency decisions.	✓	
Experience of developing and delivering strategies.	✓	
Experience of complex financial management.	✓	
Experience of service planning and performance management.	✓	
Ability to understand and complete complex financial and statistical returns to Central Government for subsidy and grant purposes.	✓	
Ability to deal with regulatory and non-regulatory service inspections.	✓	
Relevant professional qualifications (for instance, a member of the Institute of Revenues and Rating).	✓	

Other Requirements

The job involves travel for business purposes:

Able to work flexibly in response to the service needs of a 24/7 local council business and participate in Duty standby ROTA as required.