

Click here to go to our current vacancies: [www.opportunities.co.uk](http://www.opportunities.co.uk)

If you need to write a job advert for a Revenues Manager, Revenues Team Leader or Principle Revenues Officer Vacancy, here are some examples of previous vacancies we have carried:

---

### **Revenues Manager**

Salary up to £41,031 plus cash alternative £3,900

A highly talented and enthusiastic Revenues professional to lead their Council Tax, Business Rates and Sundry Debt processing and recovery sections.

---

Are you looking for a challenge and do you have excellent communication skills? Are you self-motivated and a team player? If so, then these new and exciting jobs will be of interest to you. We've reshaped our Revenues and Benefits Service to better meet the needs of our customers and deliver our performance targets and we would like you to become part of our new and forward thinking team.

### **REVENUES AND BENEFITS MANAGER**

£43,860 - £46,548 p.a.

You will be responsible for planning, developing and leading the service, delivering:- improved organisational efficiencies; improved outcomes for customers; high quality policies and practices which contribute to strategic intent and inspiring and motivating the team to deliver top performance.

With full IRRV qualification, or equivalent, you will have a track record of team leadership at a senior level, an in-depth knowledge of the working practices and methodologies of a successful revenues and benefits service, strategic vision and the ability to translate it into achievable objectives and will be skilled in performance, project, change and budget management.

XXXXXX positively welcomes applications from black & ethnic minority groups who are under-represented in our organisation

---

### **Revenues Team Leader**

£26,784 - £31,439pa

37 Hours, Permanent

We are looking to appoint someone to play a key role in providing a fundamental front line service and who has the ability and desire to make a positive difference within our division. You will be able to demonstrate commitment, flexibility, excellent communication and computer skills and have the ability to deal with complex legislation and procedures. You will be able to work on their own initiative, as well as part of a team and while meeting individual and team objectives strive to exceed these targets. You will have an excellent up to date knowledge of Council Tax legislation and it is essential they have experience in

---

dealing with Council Tax administration. Duties of the post include managing the day to day activities of the revenues team, ensuring accurate and timely processing, collating statistical data and when appropriate, recommending changes to working practices, to ensure statutory deadlines and targets are met

---

### **Section Manager Revenues**

Salary – £26,940 – £30,738 per annum

As part of our programme of improvements, two opportunities have arisen for people to take on leadership roles within our Revenues and Benefits team.

You need in-depth work experience of Revenues and Benefits and should be confident in the use of bespoke systems and document management solutions. In addition, you should have supportive and proactive leadership qualities and put the service to our customers first.

Emphasis will be placed on self-development, so you need to demonstrate a sound educational background, preferably to “A” level standard or beyond. The service is subject to stringent performance targets and you must therefore be capable of working and leading others within a supportive, but challenging, environment.

All posts include generous annual leave, flexible working (some posts excluded), a 37-hour week, subsidised bus pass, as well as access to the local government final salary pension scheme.

---

### **Revenues Systems Administration Officer**

Grade 8 – £24,672 to £31,344 per annum (pay award pending)

37 hours per week

Benefits include: flexitime scheme, free parking, final salary pension scheme

The Partnership is responsible for the delivery of Revenues and Benefits Services for all three authorities achieving top quartile performance.

An exciting opportunity exists for an enthusiastic, self-motivated individual with a desire to succeed.

With proven experience in a Revenues environment, you will already know or be keen to learn how the systems operate in support of the Revenues (Council Tax & Non Domestic Rates or both) functions. You will undertake all of the main tasks within Revenues Systems Administration. The role will involve being part of the existing team dealing with the day-to-day maintenance of the systems and some project work. You will contribute towards offering initiatives in the way the function is managed and operated.

Candidates require a good standard of general education. Ideally with a good working knowledge of Academy Revenues software, Microsoft Word and Excel, you must be a team player with the ability to multi-task. Excellent communication skills and the ability to think ‘out-of-the-box’ is essential. The nature of this post is such that you must be able to work at any of our satellite offices using core systems. Your

---

enthusiasm to use new information technology and previous experience of Revenues Systems Administration would be a great advantage.

If you would like to discuss this post informally, please contact XXXXXXXX

---

## **REVENUES AND BENEFITS MANAGER**

£34,755 - £37,785 p.a.

You will develop and maintain professional Revenues and Benefits standards across the organisation and provide appropriate support to other staff, so that they are aware of developments in the Revenues and Benefits framework that will affect the business of XXXXX Council. You will also participate in wider corporate activities, working with the other managers from across the Council to deliver customer service excellence.

You will need to demonstrate a sound knowledge of relevant legislation relating to Revenues and Benefits and be capable of leading a busy Section, dealing with a diverse range of frontline customer-facing services.

Self-motivated, you will possess excellent communication skills, in order to deal effectively with members of the public, the Section, other members of staff, Councillors and outside organisations. You will also need excellent administration and organisational skills, and be able to operate in a changing environment. Starting salary will be dependent upon qualifications and skills. Progression is subject to satisfactory performance.

We are committed to equal opportunities and welcome applications from all sections of the community. People with disabilities will be offered an interview where they meet the Essential Criteria on the Person Specification.

---

### Resources Directorate **Revenues Team Leader**

£26,784 - £31,439 pa  
37 Hours. Permanent.

We are looking to appoint someone to play a key role in providing a fundamental front line service and who has the ability and desire to make a positive difference within our division. You will be able to demonstrate commitment, flexibility, excellent communication and computer skills and have the ability to deal with complex legislation and procedures. You will be able to work on your own initiative, as well as part of a team and while meeting individual and team objectives strive to exceed these targets.

You will have an excellent up to date knowledge of Council Tax legislation and it is essential that you have experience in dealing with Council Tax administration. Duties of the post include managing the day to day activities of the revenues team, ensuring accurate and timely processing, collating statistical data and, when appropriate, recommending changes to working practices, to ensure statutory deadlines and targets are met.

FINANCE AND RESOURCES

**Revenues Officer – CUSTOMER ACCOUNTS**

28 Hours per week permanent up to £21,553 Pro Rata REF:

We are looking for an individual who is effective and persuasive in collecting the Council's income and maximising cash flow. Excellent communications skills and the ability to work accurately are essential. Knowledge of relevant debt recovery legislation and computer systems is desirable, but full training will be given. We are looking for a flexible person who works well in a team and can make a difference.

A check will be undertaken with the Criminal Records Bureau to ensure that the successful candidates have no relevant convictions.

A check will be undertaken with the Criminal Records Bureau ensure that the successful candidate has no relevant convictions. For further details of this post please visit our website at [www.dacorum.gov.uk](http://www.dacorum.gov.uk) or call xxxxx for an application pack. Closing date: xxxx

---

**PRINCIPAL REVENUES OFFICER**

37 hours per week, Salary circa £30,500pa

Job ref 2989/AMB/SWOne

This is a senior role dealing with the administration and collection of Council Tax and Business Rates, reporting directly to the Head of the Revenues & Benefits Service, it is essential that you can demonstrate outstanding managerial skills in a challenging environment.

You will need an innovative approach to service delivery combined with lots of enthusiasm, drive and commitment to enhance performance.

Some of the duties of this post will require:

- extensive experience of Local Taxation work
- comprehensive understanding of recovery procedures and legislation.
- representing the Council at Court in Liability Order and Committal hearings.
- interpreting complex legislation and sound decision-making skills.
- a commitment to providing a quality service to our customers.
- demonstrable patience, sometimes dealing with difficult or contentious situations.

Ideally, you will have or be studying for an IRRV qualification. Experience of using IBS OPENRevenues would be desirable but not essential as full training will be given.

---

**Revenues and Benefits Customer Services Manager**

£39,396 - £41,199 per annum depending on experience

We are looking for an experienced, self-motivated Manager/Leader with the relevant skills to manage our Revenues and Benefits Customer Contact Centre.

You will have a detailed working knowledge of Revenues and Benefits legislation and practice, as well as proven ability to manage a call centre environment. Managing service delivery standards, implementing new services, excellent communication skills and a strong performance management approach are all key requirements you will need to demonstrate consistently.

This role will develop rapidly to incorporate other areas of the business, so knowledge of other council services (particularly housing) will also be beneficial. If you are a natural leader, driven and committed and enjoy going that extra mile and delivering excellent services, whilst constantly improving and developing your own knowledge and skills, you may be the person we are looking for.

---

### **Revenues and Benefits Manager**

£57,978 - £61,629 p.a. incl. of fringe

We have a vacancy in the Customer Services Directorate for our Revenues and Benefits Manager. Our service has recently gone through a restructure and has initiated an exciting transformation programme to ensure delivery of excellent services.

Would you like to utilise your strong communication, managerial and motivational skills to encourage an already successful team to excel? Are you looking to use your imagination, creativity and customer focus to achieve results? Do you have the ability to engage, persuade and influence within a complex multi-function service and the Authority as a whole?

We are seeking an ambitious and motivated senior manager with the drive and vision to lead and develop a range of services including council tax, NNDR, debt recovery, housing and council tax benefits and fraud investigation.

You must be IRRV qualified or have relevant experience at a senior level, with comprehensive knowledge of relevant legislation, technical precedent and practical issues.

With a responsibility of 97 FTE staff this is a role that demands exceptional skills in staff management and development.

This post is open to job share.

Hours: 36.25 per week

Grade: SE2