HILLINGDON
LONDON

Job Profile

August 2026

JOB TITLE:	Council Tax Recovery Team Leader
GRADE:	POB
POST NO:	29924
JOB TIER:	4 (Team Manager)
DBS CHECK:	Basic
GROUP:	Finance
SERVICE:	Revenues and Benefits

REPORTING STRUCTURE

Reports to:	Council Tax Recovery Manager
Direct Reports:	Up to 7
Indirect Reports:	Up to 6

ROLE PURPOSE:

Team Leader for the Council Tax Recovery Team ensuring agreed team plans and performance targets are delivered and that a culture of 'putting our residents first' is maintained.

Responsible for the timely issue and follow-up of appropriate billing and recovery documents pertaining to the collection and recovery of Council Tax in accordance relevant Legislation, Council Policies, Procedures and Standards.

Provide professional and technical advice to the Council Tax teams, contractor, inspectors and Valuation Team in matters relating to Council Tax and Business Rates recovery and court procedures.

Attend Uxbridge Magistrates Court and liaise with the Court as required.

A. Job Description

1. Resident & Community Contribution

- Provide effective training and monitoring to ensure that Hillingdon's residents receive an efficient and effective service from the Collection and Enforcement Team.
- Demonstrate an understanding of the Council's *Customer Care Standards* and ensure that these standards are met to deliver the Council vision of 'putting our residents first'.
- Participate in the development of the digitalised service to ensure that access is improved for 110,000 Council Tax and 8,500 Business Rate customers.
- Write and maintain relevant publicity material, literature and the Revenues and Benefit Services web-site content.
- Prepare and deliver presentations at various forums/members briefings as required.

2. People Management

- Responsible for managing the team and comply with all the Council's management processes including direct supervision and performance management of staff, recruitment and selection and other designated duties.
- Ensure all team members receive the appropriate level of communication to maintain engagement with the Council's vision, priorities and activities.
- Responsible for maintaining a safe and healthy working environment in line with Health & Safety at Work Act (1974).
- Carry out the day-to-day management of the Council Tax Recovery Team in such a way as to provide an efficient, effective and highly valued service to all customers in line with the corporate Customer Care standards.
- Responsible for monitoring attendance levels and ensure compliance with the Council's sickness absence management policy.
- Lead by example, manage and give direction to the team, setting standards, coaching and empowering staff to meet customers' needs.
- Use and share experience and knowledge with the team in a clear and understandable manner, encouraging learning and dialogue.
- Manage and allocate the team's workload, cases and ad hoc work; Challenge, manage and resolve poor performance.
- Provide management information and statistics relating to individual and team performance, capability, attendance, overtime, sickness absence and service performance measures
- Actively participate in team and service management groups and tasks and represent the service as required at meetings, forums, conferences, etc.
- Ensure the team adheres to statutory and departmental procedures and policies, timetables and instructions as issued.
- Assist with the preparation of reports to committees and ensure technical content is presented accurately.

3. Operational Service Delivery

- Produce and deliver service specific training and providing technical support to Council Tax staff, other Council groups, Members and stakeholders. Arrange other internal (none service specific) and external training as required.
- Monitor quality of work and encourage staff to self-monitor and manage quality improvements.
- To ensure that the service level agreements with internal teams are monitored and managed to ensure that they contribute the effective delivery of the Council Tax Recovery Service.
- Maintain detailed knowledge of service delivery, output standards and quality requirements of the Revenues Contract
- Maintain knowledge of all relevant legislation, code of practice and good practice in relation to Council Tax and Business Rates through training and career development programmes.
- Work with the contractor to ensure that the processes detailed in the service specification are processed in compliance with legislation and contractual obligations.
- Assist internal and external auditors.
- Collate data on the agreed council tax and business rates performance indicators on work produced by the Contractor.
- Develop and maintain procedures for monitoring the performance of the Collection and Enforcement Team to ensure both council tax collection and recovery is maximised.
- Obtain data for various government and other returns (such as QRC, CTB, CIPFA benchmarking).
- Investigate complaints within set time scales and ensure any recommendations to changes in procedures are implemented.
- Represent the Council as and when necessary, at Magistrates' Court to make application for the issue of Summonses (making complaint) and the granting of Liability Orders. To review and defend Setting A side Liability Order applications and represent the hearings.
- Represent the Council at Tribunal hearings in respect of council tax appeals.
- Represent the Council at other meetings, seminars, benchmarking groups etc.
- Accept and discharge responsibility for own workload in a continually changing environment and effectively manage conflicting priorities and as required that of other officers with minimal reference to the Council Tax Manager.
- Undertake or assist in testing of new systems/system changes to amend/produce procedures and identify training requirements.
- Maintain a detailed knowledge of the Council Tax/Business Rates and Benefits ICT systems and Council systems
- Chair meetings and attend forums where required.

4. Service Planning & Development

- Ensure that Service Level Agreements (SLA's) are in place where appropriate, covering all aspects of service delivery with performance and response levels, together with the escalation process if SLA's are not met.
- Support continuous improvement and development to ensure that services are delivered efficiently and are cost effective.
- Assist in developing suitable performance targets and monitor individual and team performance against these, drawing up assessment and improvement frameworks for individuals or teams to achieve continuous improvement.
- Actively identify barriers preventing optimum performance and constantly challenge current ways of working by suggesting solutions to improve performance and the service.
- Secure the motivation and commitment of staff, encourage them to participate in service development and support the team in their personal development.

- Be involved in testing of new systems changes as required to amend/produce procedures and identify training requirements.
- Measure performance on a regular basis and take corrective action immediately if targets are missed.

5. Financial & Resource Management

- To ensure all purchasing and procurement is conducted in line with the corporate guidelines with appropriate use of the Council's financial systems.
- To ensure that all workforce expenditure is compliant with corporate guidance and that any temporary resource is purchased through the Council's agency contracts.
- To assist with securing Government Grant Funding available to the council, ensuring it is applied for and utilised effectively.

6. Service Improvement

- Be involved with projects to improve automation and digital access.
- Promote and support the take-up of on-line access through the available means and ensure that staff use every opportunity to promote more efficient ways to contact the council.
- Identify and suggest any improvements to current ways of working to deliver a more efficient and effective service for customers.
- Act as lead officer in research and development projects as required.
- Use and share experience and knowledge with the team, other services and departments in a clear and understandable manner

7. Contacts

- Primary contact will be service users / residents and their representative bodies.
- Council Officer, the Council Contractor for the Revenues and Benefits service, residents and their representative bodies.
- Senior staff up to and including Chief Officers of other local authorities, Government Departments and agencies; Courts and Valuation Tribunals, Valuation Officer, External Auditors; Professional bodies; Enforcement Agents and Members of the Council and Parliament and any other organisations required.
- Develop and maintain good working relationships with other officers of the Council and its partners, including senior officers to ensure maximisation of expertise on all relevant matters and developments for the benefit of the service.
- Cabinet Members, Councillors and Members of Parliament.

8. Additional Responsibilities

- Take a wide view of the requirements of the service as a whole and ensure that team members work in a flexible manner across all teams, as required to the benefit of the service and its customers.
- In the absence of the Service Manager undertake managerial responsibilities for the Council Tax Recovery Team.
- In the absence of either of the other Team Managers ensure the day-to-day activities of the Contract Monitoring and Valuation are carried out. Deal personally with more complex or contentious cases arising.
- Complete other reasonable tasks to fulfil role purpose or as required by management.
- Undertake any specific project work.

9. Key Performance Indicators

- Continual improvement in Council Tax collection rate both in year and previous years.
- Recovery timetable adhered to.
- Delivery of agreed Appraisal objectives.

B. Person Specification

Council Tax Recovery Team Leader
This person specification will be used for recruitment to this post. It will form the basis of the application form, and candidates will be also assessed against aspects of this person specification at interview.

1. QUALIFICATIONS	**ESSENTIAL** ✓	**DESIRABLE** ✓
Educated to 'A' level (or equivalent) in a relevant field or equivalent experience.	✓	
IRRV Technician or equivalent experience	✓	
2. STATUTORY or ROLE SPECIFIC REQUIREMENTS	**ESSENTIAL** ✓	**DESIRABLE** ✓
Flexibility with working hours to meet deadlines or attend meetings.	✓	
3. EXPERIENCE	**ESSENTIAL** ✓	**DESIRABLE** ✓
Significant experience with working with the collection/ recovery of council tax and/or business rates and/or benefits processing	✓	
Experience of effectively managing a team, or knowledge of the fundamental management skills appropriate for this level.	✓	
Experience of working on complex casework and areas of legislation which require the application of discretion or judgement.	✓	
Experience of interpreting complex legislation and translating into procedures and policies.	✓	
Experience of training and coaching staff.	✓	
Experience of working in a large financial organisation	✓	
4. KNOWLEDGE & SKILLS	**ESSENTIAL** ✓	**DESIRABLE** ✓
Detailed knowledge of statutory rules and legislation in respect of Council Tax and Business Rates.	✓	
A working knowledge of Housing Benefits and Council tax reduction.	✓	
Ability to interpret and explain complex legislation, regulations, policies and information in plain English.	✓	
Ability to consult and communicate clearly and effectively, orally and in writing, and develop positive relationships which generate collaborative working internally and externally.	✓	
Ability to lead and deliver on projects.	✓	
Ability to set and maintain timetables and priorities.	✓	
Ability to organise team workloads to achieve set goals within specific timescales	✓	
IT literate with knowledge and experience of using software packages and windows-based applications	✓	
Ability to work in a highly confidential environment and understand the principles of GDPR.	✓	
Advanced knowledge of Microsoft products such as Excel, Word and PowerPoint.	✓	
An understanding of performance management of staff and general employment policies.	✓	

5. COMPETENCIES	ESSENTIAL	DESIRABLE
Respectful Putting Our Residents First'. Promotes excellent customer service. Encourages diversity of thought and opinion. Ensures that everyone feels included. Acts as an ambassador for the London Borough of Hillingdon in all contacts with residents and customers. Displays personal commitment to team. Clarifies roles and responsibilities. Proactively supports staff health and wellbeing. Understands the process of change and supports others through the change cycle providing a safe environment for people to discuss concerns and the impact of change.	✓	
Collaborative Promotes the use of resident feedback and data to improve team service delivery and customer satisfaction. Builds effective networks with colleagues and promotes cross-functional working within teams. Encourages other to grow. Provides learning and development opportunities for others	✓	
Efficient Uses resident and customer feedback & intelligence to improve service delivery and customer satisfaction. Sets team objectives, supports, monitors and appraises performance standards using agreed performance and productivity systems. Stays focused and meets deadlines. Does not procrastinate when addressing poor performance. Effectively manages allocated budget using appropriate financial tools. Ensures budget monitoring and forecasting is completed within budgetary cycles. Identifies opportunities for continuous service improvement. Ability to make processes both more effective and efficient. Convinces others to adopt improved processes. Solution focused, willing to try new things, admits and learns from own mistakes	✓	
Shows Integrity Understands Local Government. Displays understanding of local democracy and political decision-making processes. Applies decision-making in line with Scheme of Delegation. Proactively develops own management practice and leadership awareness.	✓	
Open & Honest Willing to try new things, accepts responsibility and learns from own mistakes.	✓	

Remains positive and engages with change and service improvement. Remains open-minded to new ideas. To be open and honest.		