

Post Title: Business Rates/BID Team Manager (A4449)

Evaluation: 518 Points **Grade N7**

Responsible to: Revenues & Benefits Manager

Responsible for: Business Rates & BID Levy Team

Job Purpose: To manage the daily operations of the Business Rates & BID Levy Team in accordance with legislation, regulations and the City Council's policies and procedures.

Main Duties: The following is typical of the duties the postholder will be expected to perform. It is not necessarily exhaustive and other duties of a similar nature and level may be required from time to time.

1. To ensure that all aspects of business rates & BID levy administration are performed to data quality standards in accordance the City Council's financial regulations and procedures
2. To allocate, control and monitor the team's workload and performance to ensure that all deadlines and targets are met, and performance levels deliver upper quartile.
3. To coach, mentor and appraise staff to ensure they perform at the highest level.
4. To provide relevant training, briefings and technical advice and guidance to staff to support them in achieving service objectives.
5. To prepare the Council's response regarding appeals for business rates & BID levy and present to the Tribunal Service as appropriate.
6. To provide professional, advice and guidance to colleagues across the council as well as external stakeholders, clients and customers.
7. To develop and implement new processes, procedures and controls in response to statutory or operational changes.
8. To develop and maintain positive and collaborative relationships with all internal and external stakeholders.

9. To liaise with other Service Teams within the Council, and public and private organisations and partners, on matters relating to business rates and BID levy.
10. To represent the Council with relevant internal and external bodies as required.
11. To participate in identifying and implementing business process improvements and participate in the development of business opportunities relevant to the service area.
12. To contribute towards effective development and implementation of revenues and benefits policies across the council.
13. To participate in specific projects as required.
14. To promote and implement the Council's equality policy in all aspects of employment and service delivery.