
JOB DESCRIPTION

Job Title: NDR Manager

Service Area: Revenues and Benefits

Team: Revenues

Organisation: Anglia Revenues Partnership

Reports to: Head of Recovery, NDR and Enforcement

Responsible for: Non Domestic team in the partnership

Main Purpose of Job: To lead and manage the Non-Domestic Rates teams to enforce the collection of Non-Domestic Rates and Business Improvement District levies and to administer Non-Domestic Rates liability including exemptions, mandatory rate relief, discretionary rates relief and other Local discretionary reliefs ensuring that rates are billed in accordance with The Valuation List.

To administer and collect any Business Improvement District levies across the partnership.

To ensure procedures are in place to implement periodic re-valuations of Non-Domestic rates properties.

To ensure key financial controls are in place to comply with legislative and procedural requirements and to achieve key performance indicators.

Key Responsibilities:

- Manage the Non-Domestic Rates service to achieve agreed targets, objectives, timetables and maintain an up-to-date knowledge and application of relevant practices, legislation, regulations and policies within the Partnership.
- To ensure the prompt recovery of Non-Domestic Rates and Business Improvement District levies using the most efficient and effective method available.
- To ensure that debts deemed non-recoverable are submitted for write off in a timely fashion
- To ensure that Non-Domestic Rates liability is established and entitlement to Reliefs and Exemptions are encouraged, received, considered, assessed and notified in accordance with relevant ARP & partner Council policies, Government legislation and regulations
- To contribute to the establishment of Business Improvement Districts providing advice to Local Authorities on the operation of the BID, ensuring the system is set up accordingly and managing the administration of the BID including financial reports as required.
- To ensure that properties within Enterprise Zones are marked appropriately and relief is applied in accordance with the regulations.

- To ensure that the Non-Domestic Rates tax base is maximized and reports issued to The Valuation office
- Deal with complaints and provide advice regarding more complex cases relating to Non-Domestic Rates administration and collection. To be responsible for and manage the application and review of each partners Discretionary Rate Relief schemes, including any local schemes, ensuring that Schemes are annually updated/reviewed to reflect changes in legislation and Government intention and to maximize administrative efficiencies.
- Manage the administration of the team processes to ensure the most effective and efficient ways of working.
- Supervise, monitor and develop the NDR Team Leader and give general direction to all members of the team, promote and personally champion a culture where all staff are valued and feel part of a culture of openness and inclusivity.
- To foster the welfare of staff and ensure that relevant policies are adhered to including health and safety, sickness and absence etc., developing participative teamwork, ensuring good communication at all times, conducting formal appraisals and regular one to one reviews and ensure Team Leaders do the same.
- To develop employees within the Service to ensure they are skilled, motivated, trained and competent to achieve the objectives and goals of the ARP.
- To maintain effective liaison with other ARP & Council Services (including Economic Development teams), Government Departments, Valuation Office and other agencies and outside bodies on relevant matters, as appropriate.
- To represent the ARP & partner Councils at other organizations, agencies and authorities appropriate to the work of the Service.
- Monitor performance against Performance Indicators and monitor and review individual staff performances targets and take appropriate action when necessary.
- Keeping up to date with legislative changes, DLUCH guidelines etc. and disseminating this information to all staff.
- Ensure the provision of detailed and Plain English procedural notes and customer notifications for all activities carried out in the team to ensure consistency in approach, staff development and the structured training of new staff in the team.
- Ensure that records held, and the way they are processed by staff, meets requirements set by the General Data Protection Regulations and Freedom of Information Acts, ensuring that sensitive key customer data is always kept secure and confidential.
- Maximise use of software products, Capita, Civica EDMS (not an exhaustive list) to achieve KPIs and Service Plan objectives
- Respond to complex and sensitive queries regarding the Service area from Members, Members of Parliament, voluntary agencies and other concerned parties including quoting legislation in detail but also ensuring customer service principles are adhered to.

- Assist the Head of Recovery, NDR and Enforcement in preparing reports for consideration by Senior Management, Officers and Members on any new or proposed legislation or on any matter for use of a discretionary power or a change of policy direction
- To assist in selection interviews for new members of staff or internal vacancies and ensure staff discipline, as appropriate.
- To manage and deliver projects from time to time.
- To perform to the standards and behaviours of ARP's operational values and encourage others to do so.
- Carrying out such other duties commensurate to the grade for the post.

Additional Note:

Vulnerable People

We are committed to safeguarding and promoting the welfare of vulnerable people and we expect all employees to share this commitment. All employees must familiarise themselves with the Safeguarding Children and Young People and Guidelines for Working with Children and Young People policy.

Health Safety & Environment

Managers are responsible for the health and safety of their staff and their actions that may affect others; this is clearly set out in the Health and Safety Policy. It is the duty of all employees, while at work, to take reasonable care of their health and safety, and of other persons who may be affected by their activities; this includes colleagues, contractors and members of the public.

All employees must familiarise themselves with the Health and Safety and Environmental Policies.

Note: This is a description of the job as it is constituted December 2022 but, as the organisation develops, it may be necessary to vary the duties and responsibilities from time to time. It is the practice of ARP and employing council to periodically review Job Descriptions to ensure that they relate to the job as being performed or to incorporate whatever changes may be necessary. It is both Councils' and ARP's aim to reach agreement to such reasonable changes with the post holder but if agreement is not possible the Councils and ARP reserve the right to insist on changes to the Job Description after consultation with the post holder.

On signing your Statement of Particulars it will be deemed that this Job Description has been accepted by the post holder.

