

PERSON SPECIFICATION

Job Title: NDR Manager

	Essential	Desirable
Qualifications & Experience	<p>IRRV Technician or equivalent work based experience</p> <p>Minimum GCSE Maths & English or equivalent</p> <p>Experience managing Revenues Team to achieve Service Plan outcomes.</p> <p>Relevant management experience.</p> <p>Experience in selection interviews for internal and external vacancies.</p>	<p>Trained in the use of Revenues & Benefits Capita processing and Civica Document Imaging systems.</p>
Knowledge	<p>In depth knowledge of Non-Domestic Rates & Business Improvement Districts legislation, guidance and case law.</p> <p>An in depth knowledge of the relevant procedures and processes.</p> <p>Extensive knowledge & experience of software.</p>	<p>Knowledge of Non-Domestic Rates & Business Improvement Districts legislation.</p> <p>Awareness of Local Authority procedures.</p>
Skills	<p>Ability to work on own initiative, to be proactive and to react to service delivery.</p> <p>Ability to prioritise workload effectively under pressure and meet deadlines and targets.</p> <p>Ability and experience to manage employees and resources to achieve Service Plan.</p> <p>High level of numeracy and literacy.</p> <p>Ability to work under pressure and be flexible.</p> <p>Ability to work constructively with other departments, ability to manage complex cases, to understand and react to Service delivery.</p> <p>Ability to identify innovative approaches to service delivery</p> <p>Ability to identify trends and make appropriate practical adjustments / recommendations</p> <p>Excellent presentation, interpersonal and written skills.</p>	<p>Competent in all aspects of staff development, performance reviews, employee relations and training</p>

Delivering excellent Customer Service	Demonstrate experience or understanding of customer care. Demonstrate ability to deal with customer enquiries in an appropriate, diplomatic and professional manner.	
Health, Safety and Welfare	Able to demonstrate good general understanding of Health, Safety and Welfare policies and procedures Demonstrate ability to achieve a good work life balance for self and for team	
Striving for Continuous Improvement	Commitment to a learning culture Able to give examples of flexible and positive response to change Willingness to learn and to improve	Evidence of continued learning.
Diversity and Equality	Ability to understand the concept of diversity and respect for others and be committed to these issues	Able to promote fair treatment and equality of opportunity in both employment and service delivery.
Communicating effectively	Effectively communicates relevant information to others Able to respond to varying levels of understanding from customers	
Attitude	To demonstrate a positive attitude and promote and adhere to the workplace values of our organisations.	
Other special requirements	Able to travel, as required, across the partnership. Occasional need to work outside office hours.	

ARP Awarded WellBeing Charter – July 2021



thriving
WORKPLACES