

Business/BID Team Manager

Part A

The following criteria (experience, skills and qualifications) will be used to short-list at the application stage:

Essential

Able to:

1. Demonstrate a comprehensive understanding of the law and practices relating to business rates administration
2. Demonstrate a track record of leadership skills in managing and developing teams
3. Manage team and individual performance in line with Council policy
4. Demonstrate highly developed negotiating skills that are persuasive and influential
5. Plan and prioritise diverse workloads to meet tight deadlines
6. Demonstrate a proven track record of developing and maintaining positive working relationships with colleagues and stakeholders, both internal and external
7. Communicate effectively, orally and in writing, with a diverse range of people.
8. Demonstrate an understanding of the Council's Equalities policy

Experience of:

- Maximising revenue collection including negotiating payment arrangements
- Dealing with complex business rates and BID cases
- Managing within a business rates environment including recent experience in managing staff and performance
- Managing, effecting and implementing cultural change in the workplace
- Managing continual business process improvement to deliver efficiency
- Working within a customer focused environment
- Analysing complex information and developing strategies to improve service delivery and team performance
- Good ICT and keyboard skills including use of Microsoft applications

Desirable

- IRRV Qualification
- Experience of working on Northgate Revenues systems

Part B

The following will be explored further at the interview:

1. Comprehensive understanding of the law and practices relating to business rates
2. Negotiation and persuasive skills
3. Recent experience of leading and managing teams
4. Approach to performance management
5. Approach to relationship management
6. Approach to managing workload to meet deadlines
7. Approach to managing change within a working environment
8. Communication and interpersonal skills
9. Approach to embedding Equalities Policy in your day to day role