

## **Job Description**

<b>Post title</b>	Service Manager-Revenues & Benefits Services	<b>Grade</b>	L
<b>Directorate</b>	Resources and Business Transformation	<b>Post ref</b>	RC5001

### **Overall job purpose**

The effective, efficient management and continuous improvement of Revenues and Benefits Services.

### **Reporting relationships**

**Reports to:** Director-Resources and Business Transformation

**Responsible for:** Revenues and Benefits Services

### **Key tasks and responsibilities – post specific**

To manage and further develop an efficient, effective front-line team which can provide exemplar services to customers, supported by a professional support function which optimises efficiency and accuracy, and develops modern ways of working.

To ensure that the Council pays the correct Housing Benefit and Council Tax Support to the right person at the right time, ensuring that the systems used are continually improving to make this possible

To provide a professional lead on all Council Tax, Business Rates, Benefit and Recovery issues, advising senior officers and Members as required

To be responsible for the Corporate Sundry Debtor process, the system administration and management of the Corporate Income Management System

To effectively manage the performance of the Revenues and Benefits Services Team, ensuring that the Council's performance on the collection of Council Tax and Business Rates and the payment of benefits and Universal Credit is comparable to the best performing councils

To lead on the review and recommended options/impacts for implementing a revised Council Tax Support Scheme including writing and publishing the scheme rules (Regulations) as required

To provide professional advice on the changes to Benefits and Council Tax which are being introduced by the Government. To present options for the new systems and ways of working which will be required to manage these changes

To lead on non-cash collection issues including in consultation with the Corporate Finance Manager, the aim of significantly increasing the take up of direct debits and on-line payments and reduction of cheque payments. To work with the Corporate Finance Manager to find ways to improve the Council Tax and Business Rates collection rates, and other efficiencies which will reduce the cost of the service

To lead on the liaison with the Department of Work and Pensions relating to the introduction of Universal Credit.

To ensure that legislative, policy and procedural changes are appropriately reflected in the work programmes and targets of the section. To ensure that the work of the Service is fully compliant

with current legislation, and is flexible enough to anticipate changing legislation, guidance and good practice
To ensure that sufficient and appropriately trained staff and other resources are engaged and deployed to undertake the section's workload in an effective and efficient manner. To ensure that team and individual performance targets are appropriately set, monitored and achieved.
To act as the corporate key contact officer for National Fraud Initiative data mapping exercises and data matching in general, ensuring there is a clear corporate approach which is communicated to all relevant officers and to ensure robust and timely investigation of National Fraud Initiative matches
Ensure accurate and timely preparation and submission of Statutory and non-Statutory Government and other returns.
Effectively and accurately implement any new Government Initiatives relating to Revenues and Benefits Services in a timely manner
In accordance with the Council's Digital Services Transformation programme, to actively support the digitalisation of the services provided

<b>Key tasks and responsibilities – corporate</b>
Operate according to the Council's corporate values and codes of behaviour.
Ensure at all times all Health & Safety legislation requirements are met and that the Council's Health & Safety Policy, its arrangements and procedures are implemented. This includes, where applicable, taking responsibility for personal health and safety and having regard to other persons affected by the performance of the duties of the post; ensuring that risk management objectives are delivered and other risk management activities are effectively implemented and monitored.
Exercise proper care in handling, operating or safeguarding any equipment, vehicle or appliance provided, used or issued for the performance of the duties of the post.
Have a commitment to and understanding of the Council's approach to equality and diversity and promote and deliver fair, sensitive and quality services.
Comply with all relevant Council policies and procedures including financial regulations, code of conduct, HR policies / procedures, Data Protection, Freedom of Information Act and ICT Codes of Practice.
Adhere to relevant working practices, methods and procedures and undertake relevant training and development as required and respond positively to new and alternative ways of working.
Carry out any other reasonable duties and responsibilities commensurate with the grade and level of responsibility of the post.
Engage with digital models of service delivery and support the implementation of digital working methods.
Manage and / or use resources in ways that ensure value for money and supporting the commercialism agenda.
Demonstrate a commitment to the delivery of excellent service for all customers and service users.

<b>Employee signature</b>			
<i>This job description represents a statement of the duties of the post but does not include all minor duties. It is inevitable that over time the nature of an individual post will change and existing duties may be lost and others gained without changing the general character of the duties or the level of responsibility. As a result, the Council expects that this job description and person specification will be subject to revision.</i>			
<b>Employee signature:</b>		<b>Date:</b>	

## **Person Specification**

<b>Competencies</b>	
<i>Please refer to the relevant competency framework for more information about the behaviour descriptors for each competency. All competencies within the relevant framework are applicable to the post and the ones that have prioritised for recruitment are detailed below.</i>	
<b>Competency framework relevant to the post:</b>	<b>Leadership Level 2</b>
	<b>Assessment</b>
Seeing the big picture	E-Application/Interview/Test
Changing and improving	E-Application/Interview/Test
Making effective decisions	E-Application/Interview/Test
Leading and communicating	E-Application/Interview/Test
Collaborating and partnering	E-Application/Interview/Test
Managing a quality service	E-Application/Interview/Test

<b>Skills</b>	<b>Essential / Desirable</b>	<b>Assessment</b>
Excellent written & verbal communication skills including high level negotiation skills & ability to produce high level reports, presenting complex subjects concisely and clearly.	E	Application/Interview
Ability to motivate, coach, mentor, develop and inspire staff to achieve targets, objectives and deadlines and implement change, ensuring the continuous development of people and services.	E	Application/Interview
Ability to implement and use performance management systems and to critically analyse performance information	E	Application/Interview
Ability to develop and manage budgets and other resources to deliver priorities.	E	Application/Interview
Ability to identify areas for improvement and to design and implement service improvement projects	E	Application/Interview
Ability to interpret and implement government policy and legislation	E	Application/Interview

<b>Knowledge</b>	<b>Essential / Desirable</b>	<b>Assessment</b>
Working knowledge of Council Tax, Business Rates, Benefits, Sundry Debtors and Recovery services	E	Application/Interview
Working knowledge of performance management and performance monitoring of Revenues and Benefits services	E	Application/Interview
Demonstrate understanding of equality issues and their application	E	Application
Demonstrate understanding of service digitalisation and channel shift.	E	Application/Interview

<b>Experience</b>	<b>Essential / Desirable</b>	<b>Assessment</b>
Significant management experience and providing leadership in Revenues and Benefits services	E	Application/Interview
Significant experience of performance management and monitoring of Revenues and Benefits services	E	Application/Interview
Experience of managing and implementing organisational change and service improvements, demonstrating tangible improvements in outcomes	E	Application/Interview
Experience of working with Senior Managers and elected Members	E	Application/Interview

<b>Qualifications</b>	<b>Essential / Desirable</b>	<b>Evidence</b>
Educated to Degree Level or equivalent	E	Certificates
Relevant professional / post graduate qualification	D	Certificates

<b>Additional information / other requirements of the post</b>
<ul style="list-style-type: none"> <li>• The post holder is eligible for casual car user allowance.</li> <li>• The post involves driving and so the post holder will be required to undertake relevant DVLA licence checks.</li> <li>• The employee will be required to work out of normal working hours / attend evening meetings as part of their role.</li> </ul>

<b>Date produced / last amended</b>
April 2022