



Job Description & Person Specification

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| Job Title: | Revenues System & Business Support Manager | Job Reference: | 50361477 |
| Service: | Revenues | | |
| Location: | Andover | Grade: | HG 9/10 |
| Reports to: | Head of Revenues | | |
| Date: | | | |
| Our Values: We expect all of our employees to live by and demonstrate the Council's five key values of: | | | |
| Accountability, Ambition, Empowerment, Integrity, Inclusiveness. | | | |
| Main job purpose | | | |
| To ensure there are appropriate systems infrastructure for the Service to deliver its statutory functions. | | | |
| To lead on systems upgrades and fixes for all Revenues systems. | | | |
| Main responsibilities and duties | | | |
| 1. | Manage the Revenues Business Support Team, including selection, interviewing and management of staff. | | |
| 2. | To manage Revenues IT systems ensuring adequate internal controls and reconciliations of those systems are maintained. To liaise with internal and external auditors as required to test and demonstrate this. | | |
| 3. | To lead the annual billing and year-end processes, liaising with suppliers and colleagues to ensure the timetable is adhered to and bills are produced accurately in a timely and effective manner. | | |
| 4. | Be the Service lead for changes related to IT systems. Project manage the testing and implementation of system upgrades and the introduction of new system processes. Lead on the development and implementation of new systems / practices that will drive efficiency in the Service. | | |

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| 5. | To be the Service expert on Freedom of Information, Data Protection and document retention. |
| 6. | To manage the relationship with external and internal IT system providers, including performance management of suppliers. To lead procurement for Revenues IT systems contracts ensuring they are tendered in accordance with the Council's Contract Standing Orders. |
| 7. | Represent the Council at professional meetings to ensure the Council's interests are promoted and the Council continues to be up to date in the development and use of Systems. Liaise with Ministry for Housing Communities and Local Government, Department for Work and Pensions and other agencies to ensure that the Council's procedures are soundly based and comply with statutory requirements. |
| 8. | To manage the Service's printing solution and promote its use in other areas of the Council as part of the digital transformation agenda. |
| 9. | Every employee while at work has a duty to take reasonable care for the health and safety of himself/herself and of other persons who may be affected by his/her acts or omissions at work – Health and Safety at Work Act 1974. |

Supervision and management

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| System Administrator | 1 |
| System Support Officer | 1 |
| Administrative assistants | 3 (1.8 FTE) |

Resources

Responsible for managing the Revenues software maintenance budget of £70,000 per annum.

Contacts and relationships

The Revenues Systems & Business Support Manager must disseminate information of a technical nature to non-technical staff in order that they may make an informed decision on the direction of IT systems.

The postholder must use judgement to balance the needs of internal staff with customer expectations when making decisions that affect system availability. This will become more evident with the promotion of digital services.

This post reports to the Revenues & Welfare Manager. It is essential that this officer is able to make decisions on behalf of the teams and customers without needing to refer to the Revenues & Welfare Manager or Head of Finance & Revenues.

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| Working environment |
| <ul style="list-style-type: none"> This is an office based role, though some home working will be possible |

Person Specification – Grade 9

| CRITERIA Everything included in this section needs to be able to be objectively measured in one of the following ways: application form, certificates, testing, interview or references. | ESSENTIAL DESIRABLE |
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| Educational and professional qualifications | |
| <ul style="list-style-type: none"> Minimum of 5 GCSEs (grades A to C) or equivalent including English and Mathematics Professional qualification with Institute of Revenues Rating and Valuation or technician level qualification (IRRV) Level 3 management qualification or equivalent experience | Essential Essential Essential |
| Knowledge | |
| <ul style="list-style-type: none"> Knowledge of current Data Protection legislation Indepth knowledge of Revenues and Benefits. | Essential Essential |
| Experience | |
| <ul style="list-style-type: none"> Proven team management experience Experience of leading and implementing small improvement projects Significant experience of working in a Revenues environment across all disciplines | Essential Essential Desirable |
| Key skills | |
| <ul style="list-style-type: none"> IT Literate – demonstratable IT skills across a range of systems including Microsoft Office products Able to operate within a legislative environment Good team management and communication skills Basic project planning and mapping skills Good time management and organisation skills Able to work to tight deadlines Able to implement change Attention to detail and the ability to map changes through a system | Essential Essential Essential Desirable Essential Essential Essential Essential |

Other Factors

Occasional evening and weekend working required to ensure that system upgrades/changes do not impact service delivery

Person Specification – Grade 10

| CRITERIA Everything included in this section needs to be able to be objectively measured in one of the following ways: application form, certificates, testing, interview or references. | ESSENTIAL DESIRABLE |
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| Educational and professional qualifications | |
| <ul style="list-style-type: none">• Minimum of 5 GCSEs (grades A to C) or equivalent including English and Mathematics• Professional qualification with Institute of Revenues Rating and Valuation or technician level qualification (IRRV)• Level 5 management qualification or equivalent | Essential Essential Essential |
| Knowledge | |
| <ul style="list-style-type: none">• Strong working knowledge of Data Protection legislation• Indepth knowledge of Revenues and Benefits.• Project management knowledge• IT systems development and process mapping skills | Essential Essential Essential Essential |
| Experience | |
| <ul style="list-style-type: none">• Proven team management experience at a senior level• Experience of leading and implementing medium size change projects for the service• Significant experience of working in a Revenues environment across all disciplines• Proven experience of IT system improvements, changes analysis and process mapping• Revenues & Welfare lead for Transformation Board• Experience of writing reports and presenting ideas for change/improvements to members OMT and senior officers | Essential Essential Desirable Essential Essential Essential |
| Key skills | |
| <ul style="list-style-type: none">• IT Literate – demonstratable IT skills across a range of systems including Microsoft Office products• Able to operate within a legislative environment | Essential Essential |

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| <ul style="list-style-type: none"> • Good team management and communication skills • Comprehensive project planning and mapping skills • Good time management and organisation skills • Able to work to tight deadlines • Able to implement change • Attention to detail and the ability to map changes throughout a system | <p>Essential Essential Essential Essential Essential</p> |
| <p>Other Factors</p> | |
| <p>Occasional evening and weekend working required to ensure that system upgrades/changes do not impact service delivery</p> | |
| <p>Corporate Responsibilities</p> | |
| <p>All employees are required to adhere to corporate policies, procedures and codes of conduct; full details can be found on the intranet or from your line manager. Particular aspects include:</p> <p>Health and Safety - Every employee while at work has a duty to take reasonable care for the health and safety of himself/herself and of other persons who may be affected by his/her acts or omissions at work - Health and Safety at Work Act 1974.</p> <p>All employees are required to adhere to the Council's corporate policy, procedures associated with their duties and to undertake tasks/training in that context, as required.</p> <p>Safeguarding - This Council is committed to safeguarding and promoting the welfare of children and young people and vulnerable adults and expects all employees and volunteers to share this commitment, and to adhere to the Council's Safeguarding Policy.</p> <p>Equalities – This Council is committed to providing equal opportunities for all. We believe that employing people from different backgrounds with a range of perspectives and experiences helps us to deliver high quality services to all our residents. We employ people based on their abilities and potential, regardless of any protected characteristics.</p> <p>Social Media - Employees are required to adhere to social media corporate policies and to undertake tasks/training in that context as required. Employees must not bring the Council into disrepute through their use of social media either personally or on behalf of the Council.</p> <p>Financial – Employees are required to adhere to the Council's financial regulations and to undertake tasks/training in that context, as required.</p> <p>Risk Management - Employees are required to adhere to the Council's risk management strategy and to undertake tasks/training in that context, as required.</p> <p>Data Protection and Data Security - We hold and process information about our customers and as such we are legally obliged to protect that information. Data protection is important for the Council, and employees are required to understand and adhere to relevant policies and procedures.</p> | |