

## Job Description



<b>Post title:</b>	Revenues, Benefits and Customer Service Manager		
<b>Date:</b>	August 2021		
<b>Post Number:</b>	Various	<b>Grade:</b>	M
<b>Responsible to:</b>	Assistant Director Customers and Performance		
<b>Level:</b>	Section head		

### Job Purpose

To lead the teams of Revenues and Benefits, and Customer Services, thereby ensuring a high quality, cost effective service handling all revenues into the Council, processing all benefits payments and providing a centralised customer service function for residents and partners in the District in line with the Council's strategic plan.

### Principle accountabilities

1. Participating as part of the Directorate management team and contributing to the development of the operational strategy for Customer Services.
2. Establishing objectives and plans to implement the Customer Services strategy ensuring effective and efficient team performance to deliver these.
3. Managing the delivery of joined-up, customer-focused services in revenues, benefits and a centralised customer advocacy service to ensure customer service excellence.
4. Developing and delivering the Council's customer interfaces, including the associated architecture and processes, ensuring that staff, portfolio holders, external partners and customers receive the information they need and can collaborate appropriately.
5. Scanning the horizon for appropriate funding opportunities which maximise available income streams and subsidies.
6. Keeping relevant people within and outside the Council, including elected members and Central Government informed on performance information, legislation, technical and policy information, and providing appropriate guidance regarding this when required.
7. Planning, monitoring and managing internal budgets and external funding payments in line with Council policies and procedures.
8. Continuously seeking new and agile ways of delivering an efficient service.
9. Structuring, developing and empowering the teams to deliver plans and objectives set.
10. Ensuring all activities are carried out in accordance with the Council's constitution, regulations, policies, and national standards.
11. Carrying out any other duties requested within the employee's skills and abilities whenever reasonably instructed.

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## **Scope**

Budgetary responsibility: Extremely Large (£2.5 million expenditure and £8 million housing subsidies)

Staffing responsibility: Medium number (11-20). The post has specific line management responsibility for 3 team leaders.

Physical responsibility: None

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## **Working conditions**

Hours are generally worked during normal office hours and subject to the Council's flexible working schemes.

There will be the requirement to attend some evening meetings, external meetings and weekend events from time to time.

Although the role is generally office based, there will be some flexibility to work from home, subject to agreement by the line manager. There is also a physical need to move throughout office buildings and attend external meetings with a variety of different organisations. In order to meet the duties of the post the job holder must have the ability to travel independently around the District.

This post is currently designated as a Casual Car User post.

This post will require concentration for extended periods of time whilst writing often complex reports.

This post is not subject to a criminal records check in accordance with the Council's Employment Screening procedure.

This post is not deemed to be a politically restricted post.

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## Person Specification

<b>Qualifications, Knowledge and Experience</b>	<b>Essential / Desirable</b>
Experience providing high quality customer service	Essential
Experience and extensive knowledge of Revenues and Benefits legislation and working practices	Essential
Experience developing and delivering innovative customer contact solutions	Essential
Experience developing joined-up working collaborations both internally and externally	Essential
Experience planning, monitoring and reporting on budgets and financial performance	Essential
Experience structuring, developing and empowering a team	Essential
Level 6 qualification (or equivalent) in a relevant subject	Desirable
IRRV Accreditation	Desirable
Experience working in a centralised customer service function	Desirable
Experience working in a local authority having regular liaison with elected members and external partners	Desirable

## **Demonstrable and transferable Competencies and Behaviours**

### **Strategic perspective**

- Defines the strategic plan for the service
- Understands customer, stakeholder and strategic partners' needs and the impact of this on the service
- Shares understanding of external trends affecting service
- Thinks ahead of many months

### **Planning and Continuous Improvement**

- Turns strategic plans into deliverable objectives for the service
- Develops systems and strategies to deliver objectives
- Adjusts timeframes and activities to meet strategic plan
- Makes sure approaches are as effective and efficient as can be
- Delivers improvements in service offerings

### **Problem solving**

- Anticipates issues before they happen
- Provides responses to complex situations
- Uses judgement to shape solutions
- Uses innovation to move the service forward

### **Communication**

- Explains complex issues making them easy to understand
- Makes sure messages are understood throughout section
- Uses a range of tools and techniques to present and influence

### **Collaboration**

- Creates partnerships within the Council
- Builds commitment and understanding between areas
- Develops systems for collaboration

### **Commitment**

- Facilitates and enables people and processes for success
- Leads section to deliver through difficult circumstances
- Behaves consistently and reliably
- Challenges inappropriate behaviour or practices

### **Developing and leading people**

- Sets expectations of the quality required in the service
- Encourages people to be role models, coaches and mentors
- Creates approaches which build morale and motivation
- Devises processes which devolve authority and empower team leaders to make decisions