

Job Description and Particulars of Appointment

1a. Details of Post

- Job Title: Revenues and Benefits Training and Development Manager
- Post Number: P22885
- Grade and SCP: Band 11
- Corporate Function: Revenues and Benefits

1b. Service Area & Team

Shropshire Council is undergoing a large scale transformation programme aimed at 'Creating a better future', which puts improving the quality of life of all local people at the heart of everything we do.

Their satisfaction will drive our decision making and we are committed to changing for the better, by working together in new ways across the whole council and with our local partners. Front line services will be empowered to make decisions on the best form of service delivery and will have control of the necessary resources to do so.

As a member of the Revenues and Benefits Service, you will support the delivery of the transformation programme in line with the Council's vision, values and strategic objectives.

The Revenues and Benefits service sits within Finance, Governance and Assurance. The Revenues and Benefits Service provides a wide range of services on behalf of the Council that affect the lives of every household and business in the county as well as the many customers paying for the services provided by the whole of the Council.

The Revenues and Benefits Service provides the following statutory services: -

- Council Tax billing, collection and advice. This includes assessment of Council Tax liability, discounts and exemptions for over 140,000 properties and collection of over £170 million per annum
- Non Domestic Rates billing, collection and advice. This includes assessment of business rates liability, reliefs and exemptions for over 12,000 business premises and collection of over £75 million per annum
- Assessment and Payment of Housing Benefit and Council Tax Support to over 22,000 claimants
- To ensure that fraud and error in the Benefits system is investigated in order to protect public expenditure and maximise income for the council

2. Level & Purpose of Post

To lead on the development of a training programme for Revenues and Benefits Apprentices and develop other ad hoc training material for the Revenues and Benefits Service.

The post holder reports to the Revenues and Benefits Service Manager and is responsible for the day to day management of Revenues and Benefits apprentices.

3. Key Responsibilities

The post holder will operate within defined procedures and legislative requirements and will deal with large volumes of work that need to be completed within tight deadlines. The post holder will be:

- Responsible to the Revenues and Benefits Service Manager who is in turn responsible for the post holder's health and safety, training and development.
- Responsible and accountable for Revenues and Benefits apprentices, acting in a supervisory/managerial capacity, monitoring performance, supporting development and undertaking annual appraisals.

4. Main Duties

- To develop a rolling two year training programme for Revenues and Benefits Apprentices
- To ensure that work priorities are identified and work plans are managed efficiently and effectively in relation to the Revenues and Benefit apprenticeship programme
- To contribute to the development of challenging performance targets through the monitoring of work plans and key service objectives for Revenues and Benefits apprentices
- To maintain a comprehensive knowledge and awareness of all aspects of Council Tax, Housing Benefit and Council Tax Support legislation and regulations
- To maintain a comprehensive working knowledge of the core Revenues and Benefits software (Northgate and Civica)
- To contribute to and ensure the implementation and management of change to operational and procedural arrangements
- To develop training programmes to cover legislation changes, and other areas identified as a result of quality checks within the Revenues and Benefits teams
- To deliver ad hoc training to Revenues and Benefits staff

- To monitor the quality of all work undertaken in the Benefits Team and identify any training needs required
- To attend, and in appropriate cases, deputise for and represent the Revenues and Benefits Service Manager at meetings, seminars, team briefings and other relevant events
- To liaise with and ensure a positive and productive relationship with other Council Directorates, bodies and external organisations
- To communicate with third parties administration of Council Tax, Housing Benefit and Council Tax Support.
- To ensure that the requirement of Data Protection and other relevant legislation are embodied in security systems and guidance to users
- To explore commercial opportunities to offer training course to other local authorities and interested parties

These duties are illustrative and not exhaustive. The post holder will be expected to become involved in a range of work to enable the service to respond effectively to the changing requirements of the Council and changes affecting the workforce.

5. Performance & Customer Focus

The post holder will ensure that they:

- Adopt a customer focused approach when delivering their service, ensuring engagement with service users and maintenance of an appropriate personal profile,
- Act as an advocate for their service and work collaboratively with colleagues across the whole Council to meet the needs of the people of Shropshire,
- Meet individual, service and personal development targets agreed through the Personal Development Review Process, learn from experience and are committed to continuous improvement individually and as an employee of the Council,
- Work with colleagues to meet the team's key performance indicators, support a culture of team working and ensure the team functions successfully in support of the Council's corporate and service objectives.
- Meet the behaviours and competencies adopted by the Council in the way in which they achieve their objectives and carry out their work.

6. Conditions of Service

- a) The conditions of service are those laid down by Shropshire Council, which have been adopted and amended as necessary from those laid down by the National Joint Council for Local Government Services.

- b) The post is based at Shirehall, Shrewsbury
- c) This post is subject to the following:
 - The post is permanent for 37 hours per week,
 - Normal office hours are 8.45pm – 5.00pm Monday - Friday
 - Work outside of normal working hours will be required occasionally
 - The post is subject to the Council's Annualised Hours Scheme.
- d) This post carries eligibility to join the Local Government Pension Scheme. Information about this will be sent with any formal offer of appointment.
- e) Annual leave entitlement is pro rata for 27 days per year plus additional days for long service. Bank holidays also apply. A concessionary day at Christmas Bank Holiday is at the Council's discretion.
- f) The appointment is subject to two months' notice in writing on either side.
- g) The appointment is subject to six months' satisfactory probationary service during which time the notice period will be one week on either side.
- h) Smoking is not allowed in Council buildings, in Council vehicles or in any Council place of work.
- i) It is a condition of your appointment that you provide a suitable vehicle for the performance of your duties and that this is readily available for use during normal working hours. You are entitled to claim for reimbursement of the costs of travel on council business at the rate of 45 pence per mile.

Special Conditions:

- This post is part of a countywide service and therefore you may be requested to cover other bases to meet service requirements.

8. Pre-employment Requirements

The appointment is subject to receipt of the following pre-employment checks;

1. Satisfactory employment references,
2. Medical report,
3. Evidence of the qualifications required for the post/listed on your application form,

All applicants who are appointed to this post will be subject to a **Basic Disclosure check** once the appointment is confirmed. This check will include details of any unspent convictions under the Rehabilitation of Offenders Act 1974.

Supplying false information or failing to disclose relevant information could be grounds for refusal and could amount to a criminal offence. (This level of disclosure is mainly needed should the role require access to the GCSX e-mail as advised by Information Governance)