

Job Description

Head of Sundry and Adult Social Care Collection

Job Details	
Grade	GR 7 (consultation grade - subject to formal evaluation under the Pay Equity Review)
Job Evaluation Number	A1231
Number of Posts	1
Directorate	Finance
Division	Sundry and Adult Social Care Collection
Department	Sundry and Adult Social Care Collection
Service Area	Sundry and Adult Social Care Collection
Reporting to	Assistant Director – Revenues, Benefits and Rents

Strategic statement about Birmingham City Council

1.0 Portfolio Responsibilities

Oversee the City Council's Sundry and Adult Social Care Collection Team, ensuring compliance with service standards.

Lead, improve, and allocate resources for the Sundry and ASC collection service to meet Council objectives.

Contribute to the Directorate by leading policy development and initiatives for improved service delivery.

2.0 Key Responsibilities (WHAT DO WE EXPECT THIS ROLE TO ACHIEVE)

Reviewing, developing, and implementing proposals to deliver excellence in all aspects of the Sundry and ASC collection service. Ensuring processes meet Council and customer requirements by focusing on detail, process mapping, and re-engineering collection and recovery methods.

Exerting close oversight in all aspects of the Sundry and ASC collection service ensures adherence to regulations and maximised collections.

<p>Introducing consistent service standards across relevant areas, ensuring excellence, value for money, and adherence to best practices within the Council.</p>
<p>Ensuring adherence to all applicable laws regarding collection and enforcement, along with any relevant established codes of conduct.</p>
<p>Managing employee relations matters, conducting regular meetings with staff representatives, and fostering innovation, continuous improvement, and best practice while enhancing commercial awareness.</p>
<p>Organising and overseeing staff within the Service, directing work plans, and identifying clear performance targets to ensure effective operations.</p>
<p>Taking responsibility for employment matters for Service and support staff, including development, attendance, recruitment, discipline, conduct adherence, and welfare counselling.</p>
<p>Initiating, overseeing, and implementing procedural and system changes to drive ongoing Service improvement through automation, data, digital integration, and innovative solutions.</p>
<p>Ensuring the implementation of appropriate policies and procedures to guarantee the Service provides effective and efficient delivery of services.</p>
<p>Ensuring internal and external audits, along with inspections, are conducted accurately to achieve favourable results. Following these, implementing all recommendations promptly and effectively.</p>
<p>Ensuring appropriate service agreements are established with stakeholders and effectively managed, monitored, and maintained within the provided service framework.</p>
<p>Investigating and exploring opportunities to enhance the adoption and utilisation of innovative technology and telecommunications solutions.</p>
<p>Contributing actively as part of the Division's Senior Leadership Team to support and drive its objectives and strategic initiatives effectively.</p>
<p>Responding proactively to legislative changes and advising senior leaders on policies, including preparing reports and attending relevant committee meetings.</p>
<p>Developing performance procedures and measurable indicators to enhance operational effectiveness within the Service.</p>
<p>Liaising effectively with all relevant internal and external stakeholders to ensure seamless communication and collaboration across various areas of responsibility.</p>
<p>Promoting, adhering to, and implementing the City Council's policies on equal opportunities is a key responsibility of this role.</p>

3.0 Management Responsibilities (excludes those who are INDIRECTLY supervised i.e., through others)

Post Title	Post Title - Grade - Number of Posts	Number of Posts
Adult Social Care Operations Manager - Debt	Adult Social Care Operations Manager - Debt - 1	1
Finance Manager Accounts Receivable	Finance Manager Accounts Receivable - 1	1

Special Conditions

Is Safeguarding Check needed?	Not Required
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Person Specification
Essential Criteria

Method of Assessment (M.O.A): Application Form; Work Based Exercise; Interview; Qualifications; Presentation

Qualifications	AF/Q	Demonstrate extensive experience and qualifications managing operations effectively at a senior level within relevant industries.
Experience	AF/I	Demonstrate extensive experience operating effectively at a senior leadership level.
Experience	AF/I	Demonstrate extensive expertise in managing and optimising operational processes effectively.
Experience	AF/I	Demonstrate expertise in Collections, Enforcement, or Debt recovery processes and operations.
Experience	AF/I	Demonstrate expertise in creating business plans and developing comprehensive strategies effectively.
Experience	AF/I	Possess expertise in achieving significant enhancements in service delivery performance outcomes.

Experience	AF/I	Demonstrate expertise in organising work schedules, ensuring meticulous attention to the finer aspects of procedures.
Experience	AF/I	Demonstrate expertise in managing finances while overseeing intricate and multifaceted budget responsibilities.
Experience	AF/I	Demonstrate expertise in overseeing intricate transformations within organisations effectively.
Experience	AF/I	Demonstrate expertise in overseeing personnel, addressing workplace relations, enhancing staff growth, and managing performance and attendance concerns.
Experience	AF/I	Demonstrate knowledge of information technology procedures and platforms.
Skills	AF/I	Demonstrate capability to build effective working relationships with trade union representatives and internal and external stakeholders.
Skills	AF/I	Demonstrate exceptional interpersonal abilities while collaborating effectively within a wide-ranging organisational structure.
Skills	AF/I/WBE	Contribute to broader discussions on strategic oversight of the Division, focusing on effective and efficient practices. Emphasise advancements through technology, innovations, data utilisation, and digital integration within working methods.
Skills	AF/I	Resource management skills.
Skills	AF/I/WBE	Demonstrate capability to handle pressure while managing intricate and competing tasks at the same time.
Skills	AF/I	Demonstrate exceptional communication abilities, both verbal and written, fostering continuous enhancement and creativity within the organisation.
Skills	AF/I/WBE	Demonstrate expertise in delivering presentations and managing interactions with various media

		platforms effectively.
Skills	AF/I	Demonstrate expertise in managing projects efficiently.
Skills	AF/I	Demonstrate skill in managing restricted financial resources efficiently.
Skills	AF/I	Demonstrate the ability to explain intricate financial matters clearly to individuals without financial expertise.
Skills	AF/I	Demonstrate the ability to generate precise and prompt information for management purposes.
Skills	AF/I	Demonstrate dedication to equal opportunities and comprehensive understanding of equality matters, including equality planning involvement.
Skills	AF/I	Demonstrate adaptability, tact, and commercial understanding in professional environments.
Skills	I	Demonstrate capability to perform all verbal aspects of the role effectively using the English Language.
Skills	AF	Demonstrate flexibility to work irregular hours, including weekends and public holidays when necessary.
Skills	AF	Demonstrate the ability to safeguard sensitive information at all times.
Knowledge	I	Demonstrate expertise and dedication in delivering exceptional service to customers.

All staff at BCC understand and are committed to Equal Opportunities employment and service delivery.

As a Disability Confident Committed Employer, we take positive action to ensure people living with a disability or a long-term health condition feel supported, engaged, and able to fulfil their potential in the workplace. People with a disability telling us on their application form they wish to participate in the scheme and who can then demonstrate in their application that they meet the essential criteria for the role will be shortlisted and offered an interview.

Safeguarding

Everyone has a responsibility to safeguard the welfare of children, young people, and adults at risk, whatever the role of the individual, or Birmingham City Council service or Directorates they work in. Birmingham City Council will work with the appropriate statutory bodies when an investigation into child abuse or a safeguarding adult's investigation is necessary.

The Council is committed to safe recruitment practices and recognises that this fits into an overall corporate approach to safeguarding across a range of functions that need to operate together in order to be effective. This applies to employees, volunteers, work placements, elected members, licencing, school transport arrangements and any other regulated positions.

The Council's safe recruitment process includes pre-employment vetting which involves establishing full employment histories; proof of identity; satisfactory references; health assessment; checks of qualifications; asylum and immigration checks; and criminal record checks with the Disclosure and Barring Service.

The Council's website will contain links to the current versions of safer recruitment policies that are in force.

In line with this, everyone has an overarching responsibility for safeguarding and promoting the welfare of all children/young people and adults in the area.

- Work in a way that prevents and protects service users from abuse;
- To be aware of the signs of abuse or neglect;
- Recognise the signs of abuse and neglect; and
- Record and report any concerns or incidents.

Record and report any concerns or incidents.

At Birmingham City Council (BCC), we are committed to creating an environment and culture that promotes equality, diversity, and inclusion; making sure BCC is a place for people to be their best, authentic selves. We welcome applications from people of all backgrounds, including those with caring responsibilities and flexible working options will be considered. We are building up our vibrant staff networks for peer-led support, with safe spaces for those who need it and offer access to our talent programmes to support everyone in reaching their aspirations and fulfilling their potential.