

JOB DESCRIPTION

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| 1. | Directorate | Corporate Services |
| 2. | Post Title | Support Team Leader |
| 3. | Post Number | FRRB24 |
| 4. | Post Grade | Grade G |
| 5. | Section | Revenue and Benefits |
| 6. | Responsible to | Revenues and Benefits Manager |
| 7. | Responsible for | Revenues and Benefits Administration Team |
| 8. | Main Purpose of Job | <p>To help support and develop the systems and processes by testing upgrades, resolving problems and training staff on any changes.</p> <p>To ensure that annual billing and subsidy requirements are run on systems in line with the timetable set by the Revenues and Benefits Manager.</p> <p>To be the lead officer for the provision of administration support to the Revenues and Benefits team.</p> <p>To maintain system integrity by conducting timely reconciliations between benefits and other systems, including develop reports and controls that support the work of the section.</p> |
| 9. | Politically Restricted | No |
| 10. | Specific Duties | |
| 10.1 | | Day to day management of the Revenues and Benefits Administration team, including ensuring all staff are fully trained and developed to meet the needs of the service. |
| 10.2 | | To ensure that efficient and timely administration support is provided to the Revenues and Benefits teams. |
| 10.3 | | Ensure that council tax and business rates annual billing, housing benefit uprating and subsidy requirements are run in accordance with the statutory timetable. |
| 10.4 | | Provide technical support to ensure that systems and processes are operating properly, maintaining controls between the revenues and benefits and accounting systems. |
| 10.5 | | Schedule system batch jobs and adhoc reports to maintain system integrity and |

performance and meet audit requirements.

- 10.6 Check system reports and refer to other users for action, including following up to ensure the required action is completed in a correct and timely manner.
- 10.7 Resolve day to day application issues. To include working with software suppliers to ensure the resolution of problems and ensure the efficient use of systems. To attend software user groups as required.
- 10.8 Test, evaluate and implement software releases and new functionality within the systems used by the service. Highlight changes required to working practices and procedures and update letter and email templates as required.
- 10.9 Provide management information and reports to help record, monitor, develop and improve performance in an accurate and timely manner. Assist in the running, collation and completion of reports and information for the Revenues and Benefits Manager and other agencies and organisations.
- 10.10 Develop, maintain and help deliver training plans and procedure notes on systems. Assist in the training of staff on changes and new functionality introduced to systems and on procedural and legislative changes.
- 10.11 Undertake projects to improve service delivery, as directed by the Revenues and Benefits Manager.
- 10.12 To attend the magistrates court and county court to represent the authority for enforcement purposes in the absence of the Revenues Team Leader.
- 10.13 To adhere to all council policies, in particular Equal Opportunities.
- 10.14 To perform any other duties which fall within the broad spirit, scope, levels and purpose of this job description.
- 10.15 Ensure that services are delivered in compliance with existing and new Health and Safety legislation and the Council's Health and Safety Policy and ensuring that duties are pursued in a safe manner with due regard to health and safety of self and others.