

JOB DESCRIPTION

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| 1. | Service Team | Revenues & Benefits |
| 2. | Post Title | Revenues and Benefits Manager
(Politically Restricted) |
| 3. | Post Number | FRRB01 |
| 4. | Post Grade | J |
| 5. | Section | Revenue and Benefits Services |
| 6. | Responsible to | Head of Corporate Services |
| 7. | Responsible for | Management of Council Tax, Non-Domestic Rates
and Housing Benefit & Council Tax Discount |
| 8. | Main Purpose of Job | |
| 8.1 | To lead and manager the Revenues and Benefits teams ensuring delivery of the relevant strategic and service objectives. To provide strong, effective resource management across the Revenues and Benefits teams.
To deliver and continuously improve services and collaborate with colleagues, elected Members and partners to support the implementation of objectives in the Council Plan. | |
| 9. | Principal Responsibilities | |
| | A. Corporate | |
| 9.1 | To contribute to service planning as required by the Head of Corporate Services and assist with the production of statistics, performance indicators etc to required data quality standards. | |
| 9.2 | Responsible for the production and delivery of service area work and project plans, ensuring they are in line with service plan priorities and objectives, including consulting with service users to ensure the views of all sectors of the community and/or the council are reflected in any recommendations made. | |
| 9.3 | To prepare reports and attend meetings, internal and external to the council, during and outside normal working hours as required for the successful delivery of a Revenues and Benefits service. | |
| 9.4 | Building positive working relationships with elected members and assisting them in the performance of their duties at service and ward level. | |
| 9.5 | To build constructive relationships with members, partners, colleagues across all service areas and contribute to developing the reputation of the council | |

- 9.6 To promoting the council's corporate values and ensuring the council's vision, values, objectives and behaviours are achieved by providing a clear sense of purpose and direction within Revenues and Benefits.
- 9.7 To participate in corporate projects and tasks as required in support of council objectives and the post holder's own personal development
- 9.8 To deliver services in accordance with the Customer Service Strategy and contribute to the transformational government agenda bringing about service efficiencies and business development through innovative use of technology and process change.
- 9.9 To support the council's emergency planning, critical incidents, and service response arrangements through participating in management cover arrangements and undertaking any designated roles specified under these plans.

B. Team Management – Activity, Performance, People and Resources

- 9.10 To ensure sound and robust leadership and management of the Revenues and Benefits teams.
- 9.11 To identify opportunities to improve the efficiency and effectiveness of the team to ensure the delivery of continuous improvement; and creating a positive environment for people to perform, supporting and encouraging their personal and professional development for current, and where applicable, future roles.
- 9.12 To set high, but realistic, performance management standards ensuring they are met and improving individual performance, challenging unacceptable performance and behaviour on a consistent basis when necessary.
- 9.13 Effective human resource management, ensuring all HR policies are applied fairly and consistently within the service.
- 9.14 Effective financial management in accordance with Financial Regulations and ensuring effective control against the allocated budget.
- 9.15 To explore, recommend and implement innovative systems and processes that will continually improve performance.
- 9.16 To engage effectively with customers (internal and external), in order to understand their requirements from the service and meet their needs wherever possible.
- 9.17 To keep abreast of developments within revenues and benefits including attendance at training events as and when necessary.
- 9.18 Ensuring that the council's Customer Service standards are met.
- 9.19 Ensuring that the council's agreed risk assessment practices are followed by the Revenues and Benefits teams.
- 9.20 Ensuring that the Revenues and Benefits teams receive safeguarding training on a regular basis.

C. Specific Tasks

- 9.17** Ensure the effective and efficient administration of Council tax, Non Domestic Rates, Housing Benefit and Council Tax Discount including all discounts,
- 9.18** To ensure that the council's share of business rate retention is maximised through effective working, communication and accurate estimation of potential losses due to bad debts and appeals.
- 9.19** To ensure that the Housing Benefit and council tax reductions are managed in strict accordance with legislation and council policy, working with other services where there is an overlap in involvements.
- 9.20** To manage, co-ordinate and keep under active review the operation and development of the Revenues and Benefits functions.
- 9.21** To be responsible for the efficient, effective and timely processing of Council Tax, non-domestic rates, housing benefit debtors.
- 9.22** To ensure procedures are in place to identify business critical events occur such as the annual main billing runs, debt recovery annual timetables and billing regimes, accurate and timely benefit assessment, database accuracy and access, reconciliation of the various systems.
- 9.23** Ensure that adequate controls are maintained across all functions of the revenues section to ensure that the service meets all statutory requirements.
- 9.24** Interpretation and implementation of all legislative changes and/or changes in council policy and advise senior managers and members of relevant issues relating to policy and strategy; and ensuring that any new legislation is implemented effectively and incorporated into working processes, legislation and customer needs.
- 9.25** Preparation of statutory and statistical returns together with supporting documentation.
- 9.26** Evaluate, recommend and implement effective IT systems and ensure that they continue to meet the needs of the service.
- 9.27** To ensure that a quality service is provided to customers, complying with appropriate codes of practice and standards whilst balancing customer needs with those of the council. Deal with enquiries by telephone, letter or personal visit as and when required and in particular customer complaints.
- 9.28** Liaise with DWP, Valuation Office, external audit, RSL's, other local authorities and any other agency or outside body.
- 9.29** Liaise with suppliers of software, stationery and equipment as necessary in support of this service area.
- 9.30** Ensure the visiting officer function is effectively managed and planned in order to maximise the financial benefit to the council from council tax, business rates and new homes bonus.
- 9.31** Set targets for both individuals and the service as a whole and monitor performance against targets and benchmark groups on a regular basis.

- 9.32 To assist with the delivery of the Counter Fraud Units annual work plan and engender a culture of fraud prevention and detection within the service.
- 9.33 To represent the council at appeals to Valuation Tribunals for council tax and business rates and provide an appeals service for housing benefit and council tax discounts.
- 9.34 To represent the council on council tax matters at the magistrates court.
- 9.35 Deal with freedom of information requests under the Act and following established protocols.
- 9.36 To provide full detailed support to the council's decision-making process, including interpretation of national advice, preparation and presentation of reports to relevant council, committees and scrutiny process and implementation of decisions.
- 9.37 To keep abreast of current issues and developments relating to professional and managerial responsibility.
- 9.38 To ensure that Housing Benefit and Council Tax Reduction Scheme advice is available to customers and in support of Financial Inclusion.
- 9.39 To participate in and support the financial inclusion partnership.
- 9.40 To managing contractual arrangements with the Council's appointed Bailiffs, software suppliers, and mailing house suppliers.
- 9.41 To ensure that the revenues and benefits section continues to identify areas of benefit and discount fraud and where appropriate to work closely with the Gloucestershire Anti-Fraud Partnership.
- 9.42 To ensure that freedom of information requests are responded to within the required time scales.
- 9.43 To ensure that Government returns are completed accurately and returned within the statutory time scales.
- 9.44 To oversee the administration of the Discretionary Housing Payment funds in line with the Council's policy.
- 9.45 To engage with the technology agenda and have knowledge of revenues and benefits software. To seek to improve the efficiency of the service and cost through opportunities presented by technology.

D. General

- 9.46 To adopt sustainable working practices in terms of the way services are delivered and in respect of the way the council consumes materials and energy.
- 9.47 To manage business risk and to help formulate and comply with the council's Corporate Health, Safety and Welfare Plan; and to ensure that both systems and premises under control are maintained in an acceptable standard to ensure the risk management and health and safety of staff and visitors.

- 9.48** 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 the health and safety of self and others.
- 9.49** To adhere to all council policies and ensure all council policies are properly complied with throughout the service team; and ensure the council's responsibilities in relation to safeguarding children/adults are discharged in relation to services managed by the post holder
- 9.50** To carry out any other duties which fall within the broad spirit, scope, levels and purpose of this job description.
- 9.51** Job descriptions will be subject to review and possible change on an annual basis subject to corporate priorities.