

Job title: Head of Revenues and Benefits

Directorate: Corporate Services

Service: Revenues and Benefits

Reports to: Director of Corporate Services (S151 Officer)

Politically Restricted Post: Y

Pay Band: £61,101 - £64,553

Job Purpose

The Head of Revenues and Benefits operates as part of the wider 'Head of Service Network' to provide strategic leadership, operational oversight, and professional expertise for the revenues and benefits service within the council to ensure high quality, value for money services that meet statutory duties and to deliver corporate priorities set out in the Council's Corporate Plan and improve outcomes for residents and communities.

The postholder acts as a key adviser to senior leadership, elected members, partners, and stakeholders, shaping policy and driving continuous improvement.

Key Responsibilities

Strategic Leadership

- Lead the development and delivery of long-term service strategies aligned to the council's corporate plan and wider local, regional, and national priorities.
- Provide expert advice to Directors, Elected Members, and Committees, ensuring decisions are informed, evidence-based, and compliant with legislation.
- Identify emerging trends, risks, and opportunities, translating them into actionable plans that strengthen service resilience and performance.

Operational Management

- Oversee day-to-day service delivery, ensuring statutory obligations are met and services are delivered safely, efficiently, and to a high standard.
- Manage budgets, resources, and commissioning arrangements, ensuring financial sustainability and robust governance.

- Lead service transformation, digital innovation, and process redesign to improve customer experience and operational efficiency.

People Leadership

- Provide visible, motivational leadership to managers and teams, fostering a culture of accountability, collaboration, and continuous improvement.
- Ensure effective workforce planning, talent development, and performance management.
- Champion equality, diversity, and inclusion across the service.

Partnerships & Collaboration

- Build strong relationships with partners across the public, private, voluntary, and community sectors to deliver integrated, place-based solutions.
- Represent the council at local, regional, and national forums, influencing policy and promoting the council's interests.
- Engage proactively with residents, service users, and stakeholders to shape services and respond to community needs.

Governance, Risk & Assurance

- Ensure compliance with statutory frameworks, regulatory requirements, and council policies.
- Maintain robust risk management, safeguarding, health and safety, and quality assurance arrangements.
- Prepare and present reports, business cases, and performance updates to senior leadership and elected members.

Corporate Responsibilities

- Champion equality, diversity, and inclusion; ensure safeguarding and health & safety responsibilities are met.
- Model the council's values and the Nolan Principles of Public Life and actively promote and demonstrate the council's values and behaviours.

Person Specification

Essential

1. Proven record of leadership within a revenues and benefits environment.
2. Strong understanding of local government statutory frameworks, governance, and democratic decision-making.
3. Excellent financial and resource management, with experience of delivering efficiencies and value for money.
4. Outstanding stakeholder management and the ability to influence at all levels, including elected Members.
5. Track record of leading transformation, service improvement, and culture change.
6. Commitment to equality, diversity, safeguarding, and resident-focused outcomes.
7. Extensive technical knowledge of Revenues and Benefits Legislation and of developments in government thinking and strategy in this area.

Desirable

1. Relevant professional qualification (e.g., IRRV Qualification).
2. Experience of working with combined authorities, devolution programmes, or regional partnerships.
3. Experience of commissioning, commercial management, and contract compliance.

Values & Behaviours

- Helpful
- Kind
- Trustworthy
- Open
- Reliable

People Management

Our People Managers inspire optimism, seek opportunities, show genuine appreciation and welcome feedback and new ideas.

The headings below set out how we expect our people managers to demonstrate our values:



Additional Role Conditions

- Working pattern: Monday–Friday with occasional evening meetings occasional weekends
- Participate in the out of hours rota and emergency response activities as required.
- Safeguarding: All staff share responsibility for safeguarding and promoting the welfare of children and vulnerable adults.
- DBS check: Yes- Basic
- Flexibility: Expectation to work across locations and adapt to organisational needs.

Approval & Version Control

Prepared by	Peter Davy
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