

PERSON SPECIFICATION

Revenues Manager/Benefits Manager/ Operational Support Manager

All the criteria below, both essential and desirable, will be assessed via your application form; further methods will be used to support this in the interview/selection stage should your application progress. Please refer to this document and the job description when completing your application, giving examples. A re-wording of the criteria listed will not guarantee an interview.

Method of Assessment: S - Scenario, I - Interview, P - Portfolio, T - Test, D – Documents

Qualifications and training

Method of Assessment – D, I

Essential:

- A relevant Professional qualification (e.g. IRRV Diploma or Honours),
- A Degree or other qualification to degree standard or relevant demonstrable experience
- Evidence of continuous professional development

Desirable:

The New GCSE Grading System

- Grades 7-9 are equivalent to the old grades A and A*.
- The bottom of grade 7 aligns with the bottom of grade A.
- Grades 4-6 are equivalent to the old grades B and C.
- The bottom of grade 4 aligns with the bottom of grade C

Experience and knowledge



Method of Assessment – D, I

Essential:

- Extensive post qualification experience in one or more senior job roles within Revenues or Benefits
- Extensive knowledge of revenues or benefits (depending on role) and welfare legislation with a proven ability to interpret, apply and advise on complex and contentious matters.
- Extensive experience of delivering clear leadership and management to staff. This will include managing others in a management position.
- Extensive experience in leading and motivating a diverse team of staff
- Extensive experience of performance management
- Experience of managing within budgets, including maximising value, managing financial risk and ensuring compliance with financial regulations.

Desirable:

- Extensive experience of managing projects

Specialist skills and abilities

Method of Assessment – D, I

Essential:

- Service Level Agreement management and monitoring
- Highly ICT literate, especially Revenues and Benefits core systems, ideally NEC revenues and benefits, DMS



- Experience of managing projects that are critical in order to meet service outcomes
- Experience of building and sustaining effective relationships with internal and external partners
- Ability to interpret and communicate complex data to senior officers, members and Committees verbally and in writing
- Knowledge of wider relevant legislation and proven ability to anticipate and plan for future changes in legislation, ensuring service resilience and compliance

Desirable:

- Understanding of Health and Safety requirements
- Project Management

Personal skills and attributes

Method of Assessment – D, I

Essential:

- Ability to provide visible, credible and strategic leadership, setting clear direction and role-modelling organisational values
- Demonstrate a practical approach to problem solving, ability to understand issues at the user end, and suggest effective solutions
- Investigative and enquiring mind
- Able to work effectively with colleagues from a range of backgrounds
- Ability to develop and empower employees and maximise their skills using a range of motivational skills



- Ability to provide challenging feedback sensitively and constructively to improve performance outcomes
- Able to embed and instil performance ethos in team members to deliver performance outcomes
- Excellent interpersonal and communication skills
- Self-motivated, able to set and meet personal performance targets
- Ability to see the bigger picture and work effectively with colleagues across the wider service area
- Ability to clearly explain technical legislative concepts to senior staff and members
- Ability to delegate effectively while retaining responsibility and providing appropriate support

Desirable:

Decision making impact and innovation

Method of Assessment – D, I

Essential:

- Experience of complex decision making taking into account technical issues and customer expectations that deal with wide ranging issues
- Experience of target setting, and performance management in their area
- Experience of monitoring the delivery of service plans and taking corrective action at an early stage



- Demonstrable experience of managing reputational, financial and operational risk
- Proven record of setting challenging but achievable targets for themselves and their teams whilst performing well against those targets
- Able to analyse data effectively to oversee performance, identify trends and ensure timely corrective action is taken
- Experience of managing external contracts and SLAs
- Values and seeks out the input of others, to establish an inclusive environment and deliver services

Desirable:

Special working conditions

Method of Assessment – D, I

Essential:

- Ability to work from home on a regular basis, with the requirement to attend your primary work base as and when required.
- During a Pandemic, Epidemic or Major Incident or Emergency you may be asked to work from home or other location and on occasion to undertake duties that are not stated in your Job Description or Person Specification where there is a skill, competency, and experience match
- The postholder must have access to suitable means of transport as required for official duties. Where applicable the postholder must maintain a full current driving licence and ensure that their vehicle insurance provide appropriate cover.

