

MALDON DISTRICT
COUNCIL

Princes Road
Maldon
Essex CM9 5DL

www.maldon.gov.uk



**Revenues and Benefits Team
Leader
(SD2340)**



Job Title	Revenues and Benefits Team Leader
Service Area	Service Delivery
Grade	SCP G
Job Reference	SD2340

Reporting to	Responsible for
Revenues and Benefits Manager	Revenues and Benefits Officers and Senior

Team Purpose
To provide a range of timely and effective guidance, ensuring compliance, good practice, risk management and enabling the Council to deliver for its customers seeking or interacting with the Revenues and Benefits Service.

Role Purpose
<p>To contribute to the efficient and effective delivery of Revenues and Benefits services, involving the payment of Housing Benefit and Council Tax support and the collection of millions of pounds Council Tax, Business Rates and overpaid Housing Benefit through the handling and administration of customer accounts/ enquiries in accordance with policies, guidelines and established parameters.</p> <p>To provide effective day to day leadership, direction and support to a team of Revenues and Benefits officers.</p> <p>Ensure compliance with statutory regulations, legislation, professional codes of practice, health and safety requirements and adherence to council policy and financial regulations.</p> <p>Enable development and monitor levels of knowledge and performance within the team so that customer and service standards are achieved.</p> <p>Be a role model for the service, demonstrating authenticity, integrity, resilience and compassion and focussing on communication, personal development and wellbeing.</p>



Key Accountabilities

Provide effective operational leadership through direction and support; ensuring compliance with HR policies and processes and the provision of professional services that meet the customer need.

Support employee recruitment and retention in the Service, working with others as appropriate.

Support the development and delivery of Service policies that ensure the provision of professional, legislatively compliant services that meet customer needs.

Keeping up to date with current and emerging regulation/legislation (Housing Benefit, Council Tax and Non-Domestic Rating), best practice and policy to provide customer-focussed advice, ensure continuous development and improvement in services.

Supporting key professional and technical stakeholder relationships on behalf of the Council relevant to day-to-day delivery of services or projects.

Manage and resolve complex or sensitive contentious cases/work using knowledge and judgement, acting as a single point of contact for internal customers. Ensure escalation of more complex cases/complaints to the Service Management team as necessary.

Oversee/Manage/lead on a broad range of work, providing resilience and flexibility within the Team.

Provide mentoring and support, encourage transfer of specialist knowledge, share best practice, new legislation and associated changes to processes and scripts and have oversight of the end to end process or customer journey and related contracts.

Acting as member of service project teams - providing specialist advice and input.

Prepare and present reports to internal and external meetings.

Ensure personal and professional development is maintained to the required standards.

Access and accurately update all relevant information systems, both customer and back office ensuring that the master customer record is updated and maintained through verification and validation and in accordance with Data Protection principles.

Support the delivery of statutory Revenues and Benefits functions, ensuring the protection of public funds and personal data through legislatively compliant and adequately/effectively controlled policies, systems and processes.

Contributor to service planning activities.



Oversee work (quantitative/qualitative) to ensure individual and team targets are achieved and enable income/subsidy maximisation whilst minimising fraud and error.

Support the completion of complex statutory government returns for Council Tax, Business Rates, and Housing Benefit.

Support year-end and main billing activities for Council Tax, Business Rates, and Housing Benefits databases.

Support the monitoring and management of housing benefit subsidy.

Exercise delegated functions in accordance with the Council's Scheme of Delegation

Support effective service contracts/relationships with internal and external stakeholders – e.g. External auditors/DWP/EA/CAB/HMRC/VT/HMCS/software houses/partners/third party suppliers.

Oversee and enable continuous improvement within the Service, leading projects and promoting innovative approaches to service development including making best use of IT, automation and digital transformation.

Overseeing the interpretation, documenting and disseminating of legislative/policy/procedural /system changes.

Acting as a member of the Service Leadership Team, positively promoting and representing the service/council at all times and ensuring effective working relationships with colleagues to achieve/enable better outcomes for residents and the workforce.

Deputise for senior colleagues as appropriate.

Ways of Working	
Collaborative working	<p>Demonstrate self-awareness and an understanding of the values of others to build effective working relationships.</p> <p>Working collaboratively across teams to provide a seamless service to customers and managing key relationships with customers across the council and other stakeholders as appropriate.</p>
Customer Service	<p>Playing a leading role in championing the customer and a customer focussed approach to service delivery.</p> <p>Develop and maintain relationships with both internal and external customers, interacting through multiple channels.</p>



Ways of Working	
Supporting corporate projects	<p>Provide specialist advice/ input to and implement strategies, policies, service and financial plans, to ensure statutory and corporate targets are met and provide best value for the council.</p> <p>Lead service specific projects and input into other projects as appropriate</p>
Performance	<p>Ensuring a focus on team performance.</p> <p>Provide staff with positive leadership, guidance, coaching, direction, and motivation that harnesses the strengths and talents of individuals, achieves their maximum contribution to the organisation and promotes their personal development.</p>
Budget management	<p>Provide support to ensure the service budgets are managed in accordance with legislation, Council policy and good practice, enabling best value for money for the Council.</p>

Person Specification

Qualifications
<p>Educated to degree level/relevant qualification and/or equivalent work experience in specialist field.</p> <p>Evidence of Continuous and Professional Development (CPD).</p>

Knowledge, Skills, Ability, and Experience
<p>Knowledge</p> <p>Good understanding of the governance arrangements for the Service and the Council, including Statutory/Non statutory reporting, Financial oversight and Auditing frameworks.</p> <p>Good working knowledge of legislation, good practice and emerging technologies within a Revenues and Benefits environment.</p> <p>Good understanding of systems, technology, digital services and customer service within a Revenues and Benefits/customer facing environment.</p>



Knowledge, Skills, Ability, and Experience

Good understanding of business improvement and process redesign tools/methodologies.

Proven ability to handle complex issues, challenging customers and behaviours and reach a resolution.

Experience

Demonstrable expertise and experience across the broad remit of the role, having the ability to work at the required level for the management role, supporting and enabling the day to day delivery of the Revenues and Benefits Service.

Experience of management, leading and ensuring professional practice and high standards of customer delivery, technical support and practical operational management.

Experience of effective staff management which is compliant with HR policy and process.

Experience of the working in the Public Sector or demonstrable knowledge of Local Authority regulation and governance arrangements.

Experience of process improvement ensuring all processes are fit for purpose meeting customer need.

Effective communication with stakeholders including internal and external customers, senior officers and Members enabling delivery of the role of trusted adviser.

Financial and commercial acumen with experience of managing budgets and resource management to ensure effectiveness and efficiency.

Evidence of cultivating and delivering a high performance, collaborative and inclusive culture, which delivers outstanding outcomes.

Skills and ability

Ability to lead, manage, develop and support staff in a hybrid working environment in order to drive effective performance.

Able to effectively identify and manage risk and competing/changing priorities in a fast-paced environment and plan/prioritise workload to set/ensure targets and deadlines are met.

Developed and effective verbal and written communication skills including providing compelling and factual reports, communications, and business cases. Able to communicate effectively at all levels across the Council, with customers and external organisations.

Sound organisational skills to ensure effective management of electronic and other information including diary management to ensure openness, setting an appropriate standard for the team



Knowledge, Skills, Ability, and Experience	
<p>Confident using technology and Microsoft applications (e.g. Office 365, Word, Excel, PowerPoint) and service specific systems (i.e. Academy, Civica etc.)</p> <p>Confident presenting skills to a wide range of stakeholders and remaining professional and composed under pressure</p>	

Special Requirements	
Emergency Planning	A requirement of this role will be to attend emergency planning training. The role holder will be required to support the Council's emergency planning response.
Election Duties	This post will, on occasion and with reasonable notice, be expected to assist with election duties as required and this will include working unsociable hours.
Political Restrictions	This role is not politically restricted.
Disclosure Barring Scheme	This role requires a Basic DBS being undertaken prior to any contract of employment being offered. This will be re-checked every three years.

Standard Terms	<ol style="list-style-type: none"> 1. To comply with appropriate legislation, service and council policies. 2. All employees have responsibility under the Health and Safety at Work, etc. Act 1974. These responsibilities are laid out in the council's health and safety policy and procedures. 3. To support and be committed to the council's policy on safeguarding and promoting the welfare of vulnerable groups including, young children and adults and expects all staff and volunteers to share this commitment. 4. To support the council's equalities and diversity policies. 5. To operate within the council's IT policies and data protection rules and regulations. 6. To operate within the council's financial regulations. 7. Manage budgets and resources ensuring that they are deployed effectively with robust internal controls and compliance with relevant regulations, policies and guidelines. 8. To participate in internal committees and departmental working parties to ensure continuous improvement as required. 9. Any other reasonable duties as may be required from time to time
-----------------------	---



Competency Framework

Central to the delivery of the role are the council's values and behaviours and all employees are expected to work within the council's Competency Framework. These are shared by all employees and applied to everything we do. The points for each competency are shown below:

Maldon behaviours [competencies]:	
Core Competencies - All Workforce	
Communicating	Expressing information in the best way and timescales that ensure clarity and understanding and responding in the most appropriate manner.
Managing and Leading People	Providing direction and support to those we work with to ensure service excellence.
Customer Focus	Taking into account customer needs, striving to meet them and providing the best service to our customers and colleagues.
Planning and Managing Work	Planning and managing work to meet individual, team and service objectives whilst achieving quality and value for money.
Analysis and Problem Solving	Assessing and interpreting information in order to support work activities, identify issues and aid problem solving.
Initiative and Decision Making	Taking the right action, based on what we know and being responsible for what happens.
Developing Self	Committed to developing own skills, knowledge and abilities to enhance capability.

Leadership Competencies	
Providing Direction	Shaping a vision and environment that enables, inspires and influences others, providing them with a clear sense of direction and purpose.
Collaborative Working	Developing alliances and engaging effectively with partners and stakeholders for the benefit of the Council.
Change Management	Embracing change and continuous improvement for a more effective Council.
Achieving Success	Providing excellent leadership to help others perform at their best and create effective and efficient service delivery.

All employees are expected to be flexible in undertaking the duties and responsibilities attached to their role and may be asked to perform other duties, which reasonably correspond to the general character of their role and their level of responsibility. All



employees are required to be flexible to undertake out of hours work as required, meetings outside office hours will be routine and officers will be expected to attend. This job description will be supplemented and further defined by annual objectives which will be developed in conjunction with the postholder.

This job description will be subject to regular review and the council reserves the right to amend or add to the details.

Key Policies

We are an equal opportunities employer and therefore all staff are expected to comply with our equality policies and help create a work environment in which everyone is treated with dignity, respect, courtesy and fairness. You are also expected to fully comply with health and safety policies and procedures in force to help maintain and develop a safe working environment. In pursuing a practice of continuous improvement and seeking to obtain best value in all aspects of the service, staff will be expected to assist in other such duties as may be allocated for the benefit of the organisation and their own personal development. Staff will be expected to assist if the council has to deal with the results of a civil emergency.

Signed (Job Holder):		Date:
-----------------------------	--	--------------

