

LONDON BOROUGH OF LEWISHAM

JOB DESCRIPTION

Designation:	Revenues & Benefits Control Manager	Grade:	PO4
Reports to (Designation):	Business Rates Support & Development Manager	Grade:	PO6
Directorate:	Corporate Resources	Section:	Revenues and Benefits

Main Purpose of the job:

Manage the Control team to provide professional, customer focused, efficient IT support. Maintain expert knowledge in all related legislation and technology required to meet the demands of the post. Optimise the Council's performance by reviewing work practices and technology in conjunction with managers across the council and external providers to develop and deliver efficient services. Work with other managers and staff across the council as directed by the Business Rates Support & Development Manager on projects requiring specialist system knowledge.

MANAGEMENT ROLES & EXPECTATIONS

As a Lewisham Service Manager you will:

- Adapt the planned delivery of services to ensure changing community and customer needs are met.
- Monitor and review service outcomes ensuring effective delivery of personal and team objectives.
- Achieve results through the effective management and development of people.
- Ensure the continuous improvement in services using creative and informative inventions as well as effective performance and quality management.
- Plan, deploy and co-ordinate people resources to meet changing operational needs.
- Ensure services meet statutory and identified organisational standards and regulations.
- Ensure an understanding of the impact of your service on other functions.

Summary of Responsibilities and Personal Duties:

1. Ensure the Control Team is managed, organised and coordinated to deliver the service in accordance with; legislative requirements, the division's Service Plan, policy requirements and those determined by the Business Rates Support & Development Manager.
 2. Manage the team to ensure all staff carryout their duties and responsibilities as defined by their job description. Update the Business Rates Support & Development Manager on all system related issues pertaining to Council Tax, Housing Benefit (including subsidy) and Business Rates performance on a regular basis.
 3. Manage the continual development of staff in conjunction with the Revenues and Benefit Management team, ensuring appropriate levels of training and development takes places across the service. Be responsible for the performance management of the team including Appraisals and managing employee relations etc.
 4. In conjunction with the Business Rates Support & Development Manager, oversee the management of the Council's IT providers, ensuring batch jobs (CTax, HB, Brates) subsidy reporting, direct debits, integrity errors etc. are scheduled and run on time. And the document imaging system is operational.
 5. Be responsible for system testing and provide training on new software and releases as required.
 6. Ensure payments, refunds, irrecoverable debt (write offs) and other adjustments are balanced and
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reconciled with related systems and exact control records are maintained in accordance with legislation, delegated powers and audit requirements.

7. In conjunction with the Business Rates Support & Development Manager and court team, produce the Council's annual billing schedule incorporating daily, weekly and ad-hoc bills, reminders, enforcement and other documents to ensure the Council's revenue is maximised.
8. Manage system faults to their conclusion.
9. Identify system enhancements and modifications to meet legislative and other changes, in particular those related to developing electronic services.
10. Ensure procedures comply with the General Data Protection Regulations and staff are aware of their personal responsibilities.
11. Ensure all action is taken by staff to maximise revenue collection, award benefit, discounts, exemptions & reliefs.
12. Provide advice, both verbal and written as necessary on complex issues within own area of technical expertise including, producing accurate financial information for reports. Prepare performance, budgetary and other management reports as directed. Attend meetings as required.
13. Participate in audits conducted by internal and external audit to maintain the Council's high standards in service delivery and ensure compliance with financial regulations and other legislation as appropriate.
14. Ensure all action is taken to detect and prevent internal and external fraud.
15. Design and implement internal and external training as required, to satisfy business, service and personal development requirements and quality standards.
16. Maintain a high level knowledge of all relevant legislation, procedures and technology required to meet the demands of the post and ensure staff receive appropriate training / briefing to implement changes.
17. Manage and monitor the use of the Quality Management System.
18. Produce information and factsheets for other departments, other authorities and organisations as required.
19. Liaise with other managers across the division to ensure the delivery of a seamless, cost effective, quality service.
20. Liaise with the Mayor's Office, Chief Executive's Office, Councillors, the Independent Adjudicator and senior management on complaints and appeals. Support and give advice to staff investigating and responding to such cases.
21. Ensure verbal and written complaints, FOI's and Subject Access Requests are responded to in a timely manner with an appropriate reply, and remedial action is taken where weakness in service delivery is identified.
22. Prepare and complete as directed Government returns pertaining to Council Tax, Business Rates, Housing Benefit, including subsidy information ensuring prompt accurate timely returns. Complete benchmarking surveys.
23. Ensure Housing Benefit payments to claimants are accurate and timely.
24. Assist the Business Rates Support & Development Manager in the production of information to support budgetary and procedural decisions affecting the Council's financial position.

25. Manage the Revenues and Benefits year end reconciliation and annual billing process as directed. Ensure timely accurate bills and benefit award letters are produced in line with legislation to safeguard the council's revenue.
26. Participate in time-limited projects and tasks to deliver improvements working with partner organisations and other managers from a range of professional disciplines across the council.
27. Produce and monitor contracts and Service Level Agreements. Participate in the procurement processes in own area of expertise.
28. Monitor contractor's performance ensuring compliance against expected targets. Report to the Business Rates Support & Development Manager in the case of non-compliance.
29. Represent the council at meetings with partners and other external agencies. Produce data output as required and coordinate project support for new initiatives.
30. Forge excellent internal and external working relationships, promote open communication channels in order to maintain service standards and achieve service targets.
31. Provide operational technical support to Lewisham users of Capita IT systems.
32. Directly liaise with the Council's chosen print provider, IEG4, Valuation Office Agency, Companies House, Land Registry and other relevant bodies as required. Maintain open communication channels to promote and support an excellent working relationship.
33. Take responsibility for own personal and professional development.
34. Undertake staff recruitment, deployment and management to provide appropriate levels of service.
35. Play an influential role in promoting the Council's Equal Opportunities Policies and values. Encourage and promote all aspects of diversity in this role.
36. Carry out the duties of the post with an understanding of and commitment to Customer Care.
37. Comply with Health and Safety policies and practices, ensuring that safe working practices are adhered to.
38. Assist in carrying out the Council's environment policy within the day to day activities of the post.
39. Undertake any other duties and responsibilities, including working in other areas of Resident and Customer Services, as may reasonably be required commensurate with the grade.

Internal Contacts: These include Corporate Finance, IT & Digital Services, Customer Service Centre, internal Housing bodies, Financial Transactions Team, Legal, AFACT, Cabinet and Council, Registrars, OHP, HR, Concessionary Awards, Parking, Social Care, Children and Young People, Internal Audit, Internal Enforcement Agents, Information Governance.

External Contacts: This will include All external Contractors (ie. Capita, IEG4), External Audit, Enforcement Agent Companies, Valuation Office Agency, Capacity Grid, Civica, Telsolutions, Other Local Authorities, Police, Inland Revenue, DWP, Magistrates Court, High Court, Local Government Ombudsman, CIPFA, IRRV, Landlords/Letting Agents, Housing Associations.

To carry out the duties of the post with due regard to the Council's relevant codes and procedures.

All employees are required to participate in the Council's Appraisal program and undertake appropriate training and development identified to enhance their work.

Undertake other duties, commensurate with the grade, as may reasonably be required.

Consideration will be given to restructuring the duties of this post for a disabled postholder

THIS JOB DESCRIPTION MAY NEED TO BE AMENDED BY THE DIRECTORATE TO MEET THE
CHANGING NEEDS OF THE SERVICE.

Number of fully managed staff: 6

Title	Grade	No of posts
Revenues and Benefits Application Officer	SO1	6

Number of partially managed staff:

Title

PERSON SPECIFICATION

JOB TITLE: Revenues and Benefits Control Manager

POST NO:

DEPARTMENT: Revenues

GRADE: PO4

Note to Candidates

The Person Specification is a picture of the skills, knowledge and experience needed to carry out the job. It has been used to draw up the advert and will also be used in the shortlisting and interview process for this post.

Those categories marked 'S' will be used especially for the purpose of shortlisting.

Please ensure that Equality and Diversity issues are addressed specifically in relation to the role for which you are applying when addressing the requirements of this person specification where appropriate.

If you are a disabled person, but are unable to meet some of the job requirements specifically because of your disability, please address this in your application. If you meet all the other criteria you will be shortlisted and we will explore jointly with you if there are ways in which the job can be changed to enable you to meet the requirements.

Equality & Diversity

Awareness of and a commitment to Equality of Access and Opportunity in a diverse community **S**
Understanding of how equality and diversity relates to this post **S**
Demonstrate an understanding of Customer Care and your commitment to delivering a responsive service. **S**

Knowledge

High level knowledge of Housing Benefit, Council Tax and/or Business Rates IT Systems **S**
High level knowledge of monitoring contracts measuring performance **S**

Aptitude to;

Work collaboratively, manage, supervise and motivate staff effectively.
Think laterally to develop creative and innovative solutions
Manage resources within agreed budgets
Engage with other organisations in order to fulfill legislative changes affecting revenue collection and benefit payments
Liaise effectively with operational staff, managers and external organisations to achieve Corporate and departmental objectives.
Plan and prioritise effectively ensuring targets and deadlines are achieved.
Undertake work place assessments in line with Health and Safety requirements
Commitment to delivering a responsive customer focused service.
Translate legislation into procedures and training material/sessions

Skills

(Skills can only be used as shortlisting criteria if the skill is to be tested)

(To Be Tested – S)

Communicate effectively in a variety of settings both verbally and in writing
Proven high level of administrative and organisational skills
Proven high level of interpersonal skills
Excellent time management

Experience of;

Managing, motivating and developing staff within a Revenues, Benefits or similar environment **S**

Planning, managing and monitoring programs of work **S**

Monitoring Contracts / Service Level Agreements.	S
Interpreting and applying complex legislation and implementing necessary changes	S
Monitoring targets, performance and analysing statistical data for the purpose of producing management reports	S
Negotiating service standards with external bodies	S
Managing conflicting priorities, under pressure, to meet service objectives	S
Experience producing test plans and testing new systems and releases for compliance against service needs and legislative requirements	S
Preparing statistical data, interpreting complex legislation, producing reports and presenting information to senior managers	S
Dealing with challenging customers	S
Experience of developing and delivering training sessions	
Managing change in a complex environment	S

General Education

High Level literacy and numeracy.

Personal Qualities

Ability to work collaboratively

Flexible

Self-Motivated

Positive attitude towards change

Decisive

Circumstances

Occasionally attend evening meetings

DBS Disclosure Required? **No** ☐ **Basic** ☒ **Enhanced** ☐

(Tick as appropriate – guidance available from your HR Advisor)

Physical

Generally candidates must meet the standard Lewisham requirements for the post