

Job specification



Job title: Business Manager Systems Development Quality and Innovation
Service: Customer Services
Grade: G12
Reporting to: Service Manager Financial, Digital, Technical and Quality

Your job

You will have principle responsibility to manage and strategically develop Customer Services System Development, Quality and Innovation functions in line with best practice and changing legislation, automating manual tasks and streamlining processes ensuring they add value and are cost effective.

You will have responsibility to ensure all Customer Services systems are secure, continually improved and developed in conjunction with internal and external IT partners and providers, to support efficiency and savings opportunities and improved use of staffing resources.

You will manage the production of quality Customer Service management and performance information and reports with Business Managers to allow decisions to be evidence-based, ensuring that they comply with legislative requirements.

You will establish robust processes to continually monitor the quality and accuracy of Housing Benefits processing to support our Subsidy Claim reporting to Business Manager Assessment any trends and gaps, advising on corrective measures and producing guidance to support staff development.

You will organise and lead a team of system support and development staff to achieve successful outcomes for the service documenting plans and implementation milestone reporting any variances.

You will support managers in the development and implementation of service and business plans that supports the achievement of the Council's objectives.

The Council is committed to complying with the European General Data Protection Regulations (GDPR) and meeting the requirements of the Information Commissioner's office (regulating data protection compliance in the UK). It is your responsibility to ensure that the work you undertake is compliant with the General Data Protection Regulations.

In this job you will

In the next 12 months, you will:

- Provide reports and information to the Assistant Director, Service Manager and Managers to support the accurate return of data and ensure effective decision making and service planning for the future.
- Develop and implement Quality Assurance regimes for Housing Benefits, Council Tax, Business Rates and Financial Assessments and any future businesses creating feedback mechanisms to help drive improvements

- Lead and implement an annual review and development plan aligned to Customer Services key objectives to ensure performance management and system and process improvements are reported
- Lead on the accurate preparation, compilation and recording of statistical, management and dashboard information as required for team, service, corporate, local and national use
- Develop and implement management checking regimes of Quality Assurance to ensure agreed checking levels are undertaken and take necessary action to deliver and report immediately any areas of concern

On an ongoing basis you will:

- Manage the maintenance of appropriate records of systems changes, amendments and versions as they are applied to services systems.
- Ensure maximum integration exists between systems, digital solutions and other applications within the service, departments and other agencies to help deliver savings ensuring regulation and legislation are accounted for
- Participate in the establishment of effective Service Level Agreements for monitoring, evaluation and effectiveness.
- Establish systems to continually monitor the quality of staff system user-performance and data integrity, reporting to other managers and introducing corrective measures as required.
- Ensure systems are developed in an integrated fashion to effectively deliver on legislative and regulatory requirements.
- Ensure that upgrades and new versions are fully tested prior to being released on to the live systems, identifying new functionality for streamlining and improving processes are shared and a planned for.
- Be responsible for the management of rent debit and to raise, control, reconcile and account for amounts due to Wigan Council from current and former tenants for all rents and charges, and processes for Wigan and Leigh Homes owned properties
- Ensure that a robust system of Rent Control is in place and is adhered to including processing and balancing the production of the rent debit in accordance with policies and procedures and to provide and monitor estimates in relation to Rent Accounting or Capital Receipts reporting any variations
- Ensure systems are developed in an integrated fashion to effectively deliver on legislative and regulatory requirements, including year start year end parameter changes, ensuring sign off from relevant Business Managers
- Manage the provision of functionality, change requests and fix testing, in accordance with robust documented processes, enforcing a quality regime.
- Ensure the accurate and timely submission of internal and external statistical and financial returns for Housing, Council Tax, Business Rates and Housing Benefits including but not exclusively, NNDR1, NNDR3, Housing Benefit Subsidy Claim, Single Housing Benefit Extract and Tax Base
- Be responsible for the preparation of estimates in respect of Housing Benefits expenditure for internal use, the production of financial information relating to Housing Benefits expenditure for the closure of the Council's accounts and the production of other statistical information as required, in line with statutory guidelines and council policy
- Ensure that enough resource is allocated to work on the audit of the main Subsidy Claim and other internal and external audits
- Be responsible for ensuring the production of the Single Housing Benefit Extract and that robust quality checking regimes are undertaken, providing anomaly information to Assessment managers and other internal departments as required

- Ensure that data sharing is used appropriately and effectively to help provide joined up services for customers
- Ensure that same day Freedom of Information requests are undertaken within agreed tolerance levels, working to deliver accessible online data for regular repeat requests
- Provide support on record retention in line with General Data Protection Regulations delivering automated techniques of cleansing appropriate data wherever possible
- Recognise and report areas for improvement adopting a partnership support approach across a range of partners to ensure the accuracy and timely production of reports for public and internal needs
- Ensure you operate within GDPR guidelines by regularly reviewing data held and destroying information in line with retention schedules

In this job you will need

You must be able to demonstrate the following essential requirements:

- Management qualification NVQ Level 5 or equivalent significant level of experience.
- Evidence of continuous managerial development.
- Proven track record of effective service development and delivery in area of work.
- Evidence of effective project management skills and the ability to deliver key projects across a range of situations.
- Evidence of managing service performance improvements.
- Evidence of managing change programmes and resource reductions.
- Detailed knowledge of best practice and developments in specific areas relating to the functions of the post.
- A detailed understanding of the value and use of new technologies in improving services and modernising working processes.
- A thorough understanding of the legislative and key operational issues relevant to the post.
- Knowledge of Equality and Diversity policies and issues affecting public services.
- High level of written and oral communication skills and ability to make presentations to a wide range of audiences.
- Ability to use influencing skills and to promote open discussion and negotiate common agreement where there are disparate points of view.
- Able to work in partnership and to develop the trust, respect and co-operation of colleagues and partners.
- Proven ability to convert plans into action and deliver objectives and targets within timescales and budgets.
- Ability to analyse information, identify implications for Customer Services and implement relevant courses of action.

Our culture

For us, it's not just about all we achieve as an organisation, but how we do it. Therefore, all employees are expected to display our **Be Wigan** behaviours.

Be Positive... take pride in all that you do

Be Accountable... be responsible for making things better

Be Courageous... be open to doing things differently

Individuals with line management responsibilities are also expected to ...

Inspire... lead by example and help others to see the big picture

Care... show genuine concern for people as individuals and value their contributions

Engage... I connect with others both within and beyond the organisation

Staff Deal

Our Staff Deal is an informal agreement with all staff. It outlines what you can expect from us, and in return what we expect from you

Our part

- Provide strong, honest and visible leadership
- Reward your commitment and hard work
- Care for your health and well being
- Listen to you and put your ideas into action
- Support you to give something back
- Offer opportunities to learn and grow
- Be one team, one council
- Believe in you

Your part

- Listen, be open, honest and friendly
- Be efficient, flexible and professional
- Care for your health and stay active
- Tell us how we can improve
- Give something back whenever you can
- Take opportunities to learn and grow
- Be one team, one council
- Believe in yourself and our borough