



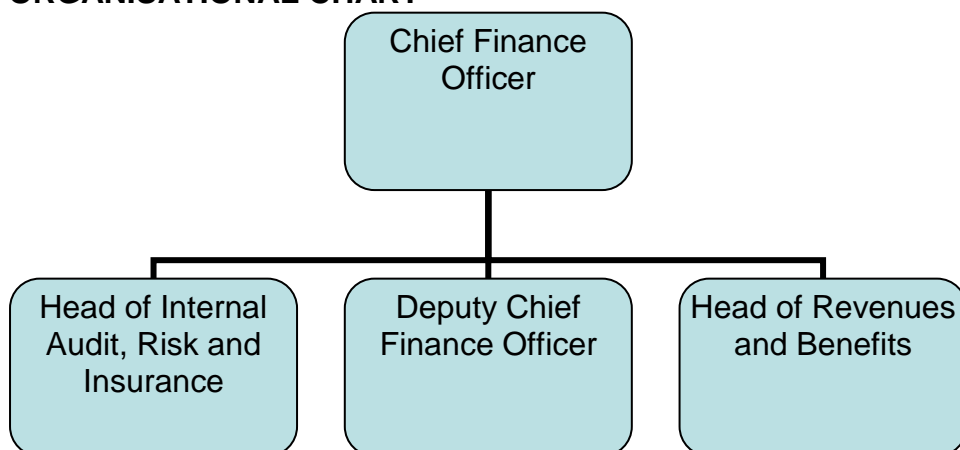
ROCHDALE BOROUGH COUNCIL

JOB DESCRIPTION

DIRECTORATE:	Resources
SERVICE:	Finance
LOCATION:	Number One Riverside, Smith Street, Rochdale OL16 1XU
JOB TITLE:	Head of Revenues and Benefits
POST NUMBER:	FSRB00000002
Grade/Salary:	Senior Manager Grade 3 plus £8700 Market Factor Supplement
Accountable to:	Chief Finance Officer
Accountable for:	Staff within the Revenues and Benefits service
Hours of Duty:	37 hours in accordance with the Council's Work Life Balance Scheme. Occasional evening and weekend working will also be required.
Any Special Conditions of Service:	<p>This post is subject to political restriction in accordance with the provisions of the Local Government Act 1989 and the Local Government Officers (Political Restrictions) Regulations.</p> <p>Appointment to this post is subject to a basic Disclosure and Barring check.</p>

The Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects staff to share this commitment.

ORGANISATIONAL CHART



PURPOSE AND OBJECTIVES OF THE JOB

The role is to act as the Council's lead officer on all Revenues and Benefits matters including:

- Housing Benefit & Local Council Tax Support administration
 - Discretionary Housing Payment administration
 - Council Tax administration and collection
 - Business Rates administration and collection
 - Business Improvement District administration and collection
 - Corporate Debt recovery (sundry debts and Housing Benefit overpayments)
 - Adult Social Care Financial Assessments
 - Financial Processing (accounts payable)
 - Blue Badge administration
 - Free School Meals administration
 - Corporate incoming payment processing and reconciliation
- Service vision and strategy: Providing direction, developing vision and strategy, planning and overseeing implementation of strategic direction, supporting the achievement of agreed outcomes. Supporting the Chief Finance Officer to deliver vision and strategy.
- Operational/Strategic Leadership: Development and delivery of the revenues and benefits service including policies and strategies for all operational matters, training and development, performance management, communications, customer services, value for money, health and safety, equality and diversity, risk management and business continuity.
- Service improvement and planning: Providing support & challenge to the way services are provided, delivering change, engendering an environment that values ideas, overseeing improvements, supporting achievement.
- Operational/Strategic Leadership: Overseeing service delivery including high level support for operational decision making, interpreting and implementing Government legislation, awareness of Council Member requirements, taking appropriate and timely action, troubleshooting. To have specific responsibility for the operational areas of Revenues and Benefits and for leading on and ensuring the smooth running of the Council's corporate functions in respect of Revenues and Benefits.
- Operational/Strategic Leadership: Lead responsibility to manage a cohesive team to deliver the full range of effective Revenues and Benefits services across the Council including the monitoring and review of policies and procedures to reflect changes in employment legislation and statutory requirements.
- Performance management: Stretching performance and engendering ambition, recognising key issues and priorities – keeping track of progress with intervention where needed, supporting the achievement of key actions and goals.

- Client Management: Relationship development and management; develop and maintain effective partnership working; supporting corporate and service strategies, leading by example through positive & strategic communication; gaining buy-in.
- Strategic involvement: To play an active role in the development of the revenues and benefits service and in the devolution agenda as it applies to Greater Manchester.
- Strategic involvement: To contribute to the development and implementation of the Medium Term Financial Strategy, in relation to the contribution and effects of council tax and business rates revenue and Housing Benefit and Local Council Tax Support expenditure.
- Corporate working – working to support and promote corporate aims & objectives. Strategic financial responsibility for high profile strategic projects / corporate development.
- Promote Council's commitment to safeguarding and welfare of children, young people and vulnerable adults and for all staff to share this commitment.

Control of Resources

Personnel

- To be responsible for maximising the potential of staff and teams by providing leadership, inspiring, motivating and supporting their work and development.

Financial

- To be responsible for the management of budgets allocated.
- To ensure that the budgets and financial operations of Revenues and Benefits are managed in accordance with the Council's financial regulations and procedures.

Equipment/Materials etc

- To be responsible for equipment and materials and intellectual property allocated to the post holder and team now or at a future time in accordance with Council policies.

Health/Safety/Welfare

Responsibility for the safety and welfare of self and colleagues in accordance with the Health and Safety policies of the Council.

Equality and Diversity

To work in accordance with the Authority's policy relating to the promotion of Equality and Diversity.

To promote and action the Council's equality and diversity policies in support of the Council's wider approach across the borough in respect of equalities, diversity, community cohesion and social inclusion.

Training and Development

The post holder will be responsible for assisting in the identification and undertaking of his/her own training and development requirements in accordance with the Council's Performance Management Framework.

Working with the support of the Chief Finance Officer to identify and address development needs as part of the Service Performance and Development Review scheme.

Relationships (Internal and External)

Key relationships include: The Finance management team, the Council's Leadership Team, elected Council Members, Trade Unions, service management teams and other senior officers within the Council and AGMA Councils/Combined Authority. Partnerships linked with the Council and other Local Authorities. Rochdale Development Agency, Valuation Office Agency, Department for Work and Pensions, Department for Communities and Local Government, Registered Housing Providers, software providers, STaR procurement, external auditors, members of the public, community groups.

Responsibilities

The postholder must -

- (i) Perform his/her duties in accordance with Rochdale Council's Equality and Diversity Policy.
- (ii) Ensure that Rochdale Council's commitment to public service orientation and care of our customers is provided.

Values and Behaviours

Approach the job at all times using the values set out below

- Proud
- Passionate
- Pioneering and Open

Be aware of and apply these behaviours at all times.

Principal Duties

- To lead on all Revenues and Benefits issues.
- To ensure all statutory returns are submitted to the relevant Government Departments and agencies in an accurate and timely manner.
- With the support of the Chief Finance Officer and finance colleagues, set the Collection Fund budget and ensure it is effectively monitored and reported to Council Members on a regular basis.
- To support and develop individuals and teams to ensure they achieve their potential and maximise their contribution, having the right mix of skills, abilities, motivation and commitment.
- To take responsibility for decisions in line with HR policy, procedures and guidance in relation to all staffing related matters.
- To take responsibility for decisions in line with the Officer Scheme of Delegation.
- To develop strong and influential relationships with partners and external national and regional organisations demonstrating depth of technical knowledge and contributing effectively to deliver good outcomes for the Rochdale Borough and its residents.
- To deputise for the Chief Finance Officer as required and lead and support corporate initiatives as directed from time to time by the Chief Finance Officer and Leadership Team, particularly in relation to all Revenues and Benefit matters.
- Continual horizon scanning to monitor and report on developments, best practice, up and coming matters and the developing of close links with regional, sub-regional and local networks and partner organisations.

Secondary Duties

- 1 To participate in Council programmes of in-service training as a trainee and when required as a trainer facilitator.
- 2 To undertake such other duties and responsibilities of an equivalent nature as may be determined from time to time by the Director of Resources or Chief Finance Officer (or nominated representative) in consultation with the postholder and if he/she so wishes, with his/her Trade Union representative.

Job Description prepared by _____ Date _____

Agreed by Postholder _____ Date _____

Chief Finance Officer _____ Date _____

Rochdale Borough Council Person Specification

Service :	Finance	Post:	Head of Revenues and Benefits
Section :	Revenues & Benefits	Post Number :	FSRB00000002
Job Ref:	FSRB00000002	Grade:	Senior Manager Grade 3

Note to Applicants:

The *Essential Criteria* are the qualifications, experience, skills or knowledge you **MUST SHOW YOU HAVE** to be considered for the job.

The *How Identified* column shows how the Council will obtain the necessary information about you.

If the *How Identified* column says the **Application Form** next to an *Essential Criteria* you **MUST** include in your application enough information to show **how** you meet these criteria. You should include examples from your paid or voluntary work.

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	Criteria	D, Desirable E, Essential	How Identified: AF, Application Form I, Interview
(a)	Qualification and Experience		
1	IRRV professional qualification.	D	AF
2	Extensive experience in a large and complex organisation of leading a revenues & benefits service, including the interpretation and implementation of statutory legislation and guidance, delivering best practice and innovative ways of working.	E	AF & I
3	Successful track record of working with and building successful relationships with elected members, senior council officials, partners and services influencing and negotiating to support the interests of the service and wider organisation.	E	AF & I
4	Evidenced commitment to personal and professional development and how this has contributed to your success in previous roles.	E	AF & I
5	Ability to think strategically and develop policy and strategy that supports the Council's business and its objectives and priorities.	E	AF & I
6	Ability to consider the wider impact of policy/development issues arising within the area of revenues & benefits including political sensitivity and the practicality of applying policy.	E	AF & I
7	Experience of Collection Fund budget setting and monitoring.	D	AF
(b)	Specific Skills/Knowledge		
8	Ability to develop a clear vision, create challenging aims, objectives, targets and plans for the service that demonstrate strong performance against internal and external assessment and benchmarks.	E	AF & I
9	Ability to lead and drive forward service improvement and embed a strong performance culture within the service. A track record of challenging service delivery and addressing underperformance in individuals and teams.	E	AF & I
10	Ability to maintain internal and external networks to keep up to date with developments in the Council's business.	E	AF & I
11	Ability to manage high level projects, such as new ICT systems.	E	AF & I
(c)	Personal Qualities		
12	Demonstrable high ethical standards personally and professionally, acting with integrity, being reliable, trustworthy and leading by example.	E	AF & I
13	Strong people management and coaching skills, with the ability to identify and support the development needs of individuals and teams, be approachable and actively encourage the views of others, thank people and celebrate success.	E	AF & I

14	Aptitude for problem solving and decision making and the ability to exercise judgement under complex and pressurised circumstances.	E	AF & I
15	Champion innovative approaches, develops creative solutions and looks externally to best practice.	E	AF & I
16	Manages change effectively and fosters a strong culture of continuous improvement.	E	AF & I
17	Ability to influence and negotiate on behalf of the Council and the service, using financial and revenues and benefits expertise to give a professional perspective.	E	AF & I
(d)	Values and Behaviours		
18	<p>Approach the job at all times using the values set out below:</p> <ul style="list-style-type: none"> • Proud • Passionate • Pioneering and Open <p>Please confirm you are willing to adhere to these values and behaviours</p>	E	AF,I