

Revenues, Systems & Performance Manager

Role Profile



TRAFFORD
COUNCIL

Service: Exchequer Services, Transformation & Resources
Grade: Band 12
Reporting to: Head of Exchequer Services
Responsible for: Revenues & Systems staff

We Have

Trafford is a great place to live, work, learn and visit. From its leafy suburbs, to its more urban areas, the borough takes pride in its strong, diverse communities, its cultural and sporting heritage and its position as the region's economic powerhouse.

We have a diverse culture and history and lead the way in innovative ground-breaking initiatives, all aimed at supporting change, positioning the Council and ensuring it is able to continue providing key services to the most vulnerable. Trafford Council and its partners in the public, private and third sectors are embarking on a Vision for 2031, which sees us working together to close inequality gaps and maximise Trafford's huge potential and ensure that we have **No one held back, No one left behind**. The principles behind this vision are:

People - We will help you to help yourself and each other

Place - Create places where people want to live, learn, work, invest and relax



Our Culture

Trafford Council employs around 2400 non-school members of staff and as one of the biggest employers in the borough; we work hard to make Trafford Council an employer of choice. We care what you think and believe you are more than just a job role. We have a great benefits' package and a real focus on your health and wellbeing, as well as, extensive learning and development opportunities.

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

At Trafford Council we:

Engage the people of
Trafford

Are always Improving

Lead the way

Act with Integrity

Value our People

Use Time and Money
wisely

You Have

Your Strengths

The 'You have', 'Your strengths' and 'A day in the life' sections of this Role Profile are there to give you an understanding of what skills, knowledge and experience we would like you to bring with you and how you might succeed in your role.

We are a values based organisation, so reflecting our values in your evidence will support your application.

- Degree or equivalent professional qualification.
- Applicants must demonstrate a commitment to keeping abreast of all legislative changes and best practice within a revenues and social care finances environment.
- Demonstrable commitment to continuous professional development.
- Significant experience working in a senior revenues position which must include experience of dealing with vulnerable clients and the operation of a front line service.
- At least 4 years' experience of recovering debt through the court system including bankruptcy, liquidation, winding up orders and committal cases.
- Experience of leading and motivating a team to high performance.
- Experience of managing budgets and undertaking key financial accounting exercises, (including the calculation of the budgeted council tax base, national non-domestic rating returns and council tax/business rates final accounts).
- Experience of implementing service improvements successfully which directly resulted in a saving and/or increase in income.
- Experience of working corporately within a revenues service inclusive of systems responsibility and

- Leadership skills
- Financial management
- Innovative, creative, strategic & critical thinking
- Solution focused
- Commercial acumen
- Performance management
- Excellent negotiation skills
- Excellent report writing & written skills
- Highly efficient in resource planning and task assignment.
- Strong project/programme management & planning skills.
- Collaborative
- Politically astute
- Flexible approach to work with the ability to adapt to changing demands and new organisational challenges

<p>contributing to strategic direction and policy.</p> <ul style="list-style-type: none"> • Experience of project managing large scale implementations. • Extensive knowledge of revenues management principles and best practice. • A broad awareness of the modernisation agenda and the challenges facing local government. • A detailed knowledge of Revenues government submissions and operational processes. • Extensive and detailed knowledge of Revenues legislation including relevant case law. • An excellent understanding of performance management frameworks. • Strong communication skills with an ability to understand and interpret complex information from various sources. • Ability to review system procedures and working practices and to recommend and implement improvements. • Ability to promote a culture that questions the status quo and encourages continued improvement. 	
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A day in the life

Your Main Priorities

- As a Senior Manager you will formulate the strategic direction, priorities and plans for the service, making a major contribution the way the Council delivers its Exchequer services
- Act as the deputy for the Head of Exchequer Services across the service area

- Provide clear, visible and motivational leadership to create a high performance culture that drives continual improvement, efficiency savings and high levels of customer satisfaction.
- Anticipate and manage trends and changes in the operating environment and plan to meet these changes in order to provide best value for service users.
- Promote and safeguard the welfare of vulnerable people, ensuring this principle, culture and practice is embedded throughout all Council services, including stakeholders and partners in compliance with national and local procedures and protocols.
- Be responsible for maximising the collection rates of Council Tax, Adult Social Care charges, Housing Benefit Overpayments and Corporate Debts.
- Encourage take up of the various reliefs whilst ensuring robust processes are in place to minimise fraudulent claims.
- Be responsible for the effective management, development, deployment and continuous improvement of Civica (Open revenues), Northgate (Images @ Work) and ContrOCC systems on behalf of Trafford.

Key duties

- Maximise the Council's revenues collection across all areas of responsibility ensuring the Council's budgeted income is collected.
- Maximise the Council's financial resource base through increasing the income the Council can collect through proactive means.
- Ensure that robust policies and procedures are in place to ensure that all reliefs including discounts, exemptions and disabled reductions are awarded correctly.
- Challenge tax payers attempting to claim reliefs, discounts and exemptions that they are not entitled to or debtors trying to avoid liability through the County Courts and High Courts in appropriate cases.
- Ensure that collection targets and other key performance indicators are met.
- Ensure a good quality front line service is provided to the residents of Trafford whilst professional carrying out the recovery

of debt, even when the service requires a bankruptcy order or committal hearing.

- Ensure that support services are undertaken efficiently with regard to areas including inspection of empty dwellings, income generation visits, valuation functions, cash reconciliation, creditor payments, internal controls and quality control functions.
- Ensure when recovering from vulnerable clients, such as in relation to adult social care charges, that individuals must be assessed in terms of capacity and best interest decisions made before the recovery cycle can commence and later proceed.
- Proactively lead Safeguarding cases and arrange strategy meetings for financial abuse cases.
- Ensure the direct debit systems are managed securely and efficiently and that take up is encouraged.
- Ensure a performance management framework is in place to monitor key outcomes against targets in relation to the performance of the section.
- Be responsible for cost centre budgeting of the section.
- Be responsible for calculating the budgeted income levels and robust monitor of actuals, compiling final accounts, completing various Government statistical returns and providing management/financial information.
- Act as the council's specialist expert on council tax, housing benefit overpayments, adult social care finances and sundry debt law and practice, keeping abreast of all developments in this area.
- Be responsible for the annual billing exercise ensuring that robust controls and financial reconciliations are undertaken.
- Lead in driving ICT system improvements including development and implementation of e- initiatives including leading on developing the Council's digital strategy for Exchequer Services.
- Ensure the all payments made suppliers through ContrOCC for ASC are managed efficiently and suitable controls are robust and regularly reviewed.
- Act as Project Manager/Senior Responsible Officer in all Exchequer Services projects.
- Any other duties commensurate with the grade which may be from time to time required by the Head of Service.

Date prepared/revised: July 2018

Prepared/revised by: CH July 2018

Health and Safety

To operate safely within the workplace with regard to the Council's health and safety policies, procedures and safe working practices. To be responsible for your own Health and Safety and that of other employees.

Equalities & Diversity

To work within the Council's Equalities and Diversity Policy, embracing through personal example, open commitment and clear action that diversity is positively valued, resulting in access for all by ensuring fair treatment in employment, service delivery and external communications.

Customer Care

To continually review, develop and improve systems, processes and services in support of the Council's pursuit of excellence in service delivery. To recognise the value of its people as a resource.

Training and Development

To identify training and development needs with your manager, taking an active part in your Personal Development and Review Plan. To access development opportunities as they arise and share learning with others and where appropriate, actively encourage a learning environment and development within others.

Policy

To work at all times within the established policies and practices of the Council, within the framework established by the Council Constitution and associated guidance.

Information Governance

Confidentiality is of prime importance. In the normal course of duties, the post holder will have access to personal and or sensitive information relating to service users, staff and contractors, as well as information of a commercially sensitive nature. Such information should not be communicated to anyone outside or inside the Council unless done in the normal course of carrying out the duties of the post. Disciplinary action will be considered where a breach of confidence and or data breach has been established.

All information obtained or held during the post-holders period of employment that relates to the business of the Council and its service users and employees will remain the property of the Council. Information may be subject to disclosure under relevant legislation.

To ensure information is shared safely and complies with information governance standards and associated legislation.