

Exchequer Services Team Leader

Role Profile



TRAFFORD
COUNCIL

Service: Exchequer Services, Transformation & Resources
Grade: Band 8
Reporting To : Exchequer Services Managers
Responsible for: Exchequer Services Teams

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 continue providing key services in 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 help yourself and each other

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



You Have



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

The 'You have', 'Your strengths' and 'A day in the life' sections of this Role Profile are there give you an understanding of what skills, knowledge and experience we would like you 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 formal off the job training plus 3 years' experience in a similar Revenues or Financial background.
- Evidence of continuing relevant professional development.
- Experience of persuading, influencing and negotiating successfully with a wide range of stakeholders.
- Experience of handling situations involving conflict.
- Extensive and up to date knowledge of Exchequer Service legislation and procedures.
- Knowledge of the upcoming changes to the Exchequer Services.
- Ability to lead, motivate and manage staff.
- Ability to develop and interpret policy if appropriate.
- Excellent written and oral communication skills.
- Ability to plan, prioritise and allocate tasks in order to meet deadlines and changes in priority.
- Ability to respond effectively under pressure and manage competing deadlines.
- Ability to lead a customer focused environment.
- Ability to establish and maintain good relationships with colleagues at all levels.
- Highly motivated to achieve targets and results.

- Financial management
- Competent ICT and numeracy skills
- Excellent written and verbal communication skills including report writing
- Analytical skills
- Effective organisational and planning skills.
- Collaborative
- Driven and self-motivated
- Team building and performance management skills

A day in the life

Your Main Priorities

Responsible for the management of a team of Exchequer staff, delivering a first class, professional Service and a high quality front line services to the Council and its partners.

Operational responsibility for a service specific area encompassing all areas within the Exchequer Service section which includes Council Tax, Business Rates, Housing Benefit, Council Tax Support, Accounts Receivable, Adult Social Care Finance, Local Welfare Assistance (Trafford Assist), Universal Credit (UC) Local Support Services and associated Discretionary Awards.

Main Duties:

- Recruit, induct, develop and support a team delivering front line customer services to ensure resolution of enquiries, complaints and request for services at the earliest possible opportunity.
- Supervise the workload of the team, allocating team members to optimise service provision and administrative support across the hours of operation of the service.
- Monitor the changing needs of the service, and be proactive in driving service improvements, taking responsibility for specific projects.
- Ensure targets are met and that a performance management framework is in place to monitor key outcomes against targets in relation to the performance of the section.
- Ensure statistical information is produced, collated and analysed frequently to assist in evaluating the efficiency of the team and to inform resource allocation and service improvements.
- Provide influential input to the decision making process, including objective challenge, on strategy and policy development, efficiency, and encouraging a culture of continual improvement.
- Manage and supervise a professional team to provide value and continuous service improvement, including conducting Performance Development Reviews.
- Deal with enquiries, complaints and requests for information and advice from both internal and external customers, including Ombudsman cases and those from Councillors and MPs, positively promoting the service.

- Deal with complex and difficult cases, including reviews and appeals and the preparation of cases and attendance at Appeal Tribunals.
- Represent the Authority at the Magistrates Court in respect of applications for Liability Orders, Committal Orders and prosecutions for Non-Disclosure of Financial Information.
- Attend meetings, seminars, training courses within or outside the Borough as required.
- Comply with all Council policies, procedures, professional practices and relevant regulation and legislation.
- Managing the finances of clients who lack capacity as well as supporting vulnerable individuals
- Undertake any other duties as required commensurate with the post.

Date prepared/revised: July 2018

Prepared/revised by: CH/LS 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.