

Job Description

Post title and no: Head of Benefits and Council Tax Billing

Date issued: February 2021

Grade: SM

Service/function: Anglia Revenues Partnership

Responsible to: Head of the Anglia Revenues Partnership (ARP)

Responsible for: Benefits, Council Tax Billing and System Administration Services as part of the shared management team of the ARP (in respect of current and future members of the partnership agreement)

Job purpose: Responsible and accountable for the effective and efficient management and delivery of relevant services and functions to the residents/staff of the councils working in partnership, in accordance with each Council's priorities, strategies and policies.

Job Responsibilities:

Responsible for the efficient and effective management and delivery of Housing Benefit, Council Tax Billing (including Council Tax Support) and System Administration advice, strategy and enabling services for the ARP.

Responsible for the strategic management of Benefits and Council Tax Billing, ensuring that statutory standards are complied with and working towards all organisations' corporate objectives, whilst ensuring that risks are minimised and relevant legislation is adhered to.

Provide high level strategic and professional advice and information to the Executive Members and the Operational Improvement Board representing the Councils.

Liaison with: Operational Improvement Board, managers and staff at all partnering authorities, Council, external agencies and Councillors.

Key competencies:

Commercial and entrepreneurship is about understanding the value of the taxpayer's pound, increasing productivity by managing resources and creating opportunities to do things in a different way. It is about using risk management to innovate. It is about pace, acting decisively and implementing quickly.

Ownership and tenacity is about empowerment, taking responsibility, accountability and being able to see through and resolve issues. It is about maintaining momentum and pace while being flexible and nimble. It is about being passionate, ambitious, committed and self motivated, always trying to exceed expectations. It is about creating and supporting teams as well as playing an active role within them.

Innovation and ambition represents an intimate knowledge and understanding of customers' current and future needs, other authorities, and market and technology trends. It's about networking and incorporating new ideas and concepts from outside the organisations whilst balancing risk and ambition. It is about setting stretching goals and pushing the limits to succeed.

Managing for outcomes is about getting things done, prioritising activity, cutting through bureaucracy, removing obstacles and making things simpler. It is about putting the needs of the council and citizens before one's own personal, team or service's interests. It is about focusing on outcomes.

Relationship management is about creating relationships with people and organisations to deliver the right outcomes. It is about challenging constructively, looking at different ways of approaching things to create win win situations. It is about working collectively, not in silos and thinking more laterally.

Working with and understanding people is about managing change, developing people; and listening across a number of organisations to understand needs and priorities. It is about influencing and motivating people, changing their mindset and helping them achieve their goals and aspirations as well as those of the organisations.

Key tasks:

- 1 Drive forward all organisations' key priorities for Benefits, Council Tax billing, and System Administration strategy and advice through effective management of resources and by ensuring that opportunities for improving the service are maximised.
- 2 To assist the Operational Improvement Board and represent the council accordingly as directed.
- 3 To ensure that each council fulfils all legislative requirements and that elected members and senior officers are provided with guidance and options to enable them to determine ambition, priorities and required outcomes.

- 4 To ensure the effective and efficient delivery of Benefits, and Council Tax billing through the management of all available resources, including contract management and undertaking the client interface role.
- 5 To lead change internally and through partnerships. Ensure effective and constructive relationships with other teams in the councils, external agencies, partner organisations and customers. To encourage and champion partnership working through the merged service programme and other shared services initiatives.
- 6 Provide positive and effective leadership to staff in the delivery of relevant services and functions. To invest in the development and performance management of all staff in the service.
- 7 To ensure integration of service priorities with the service plan, performance management systems and budgets of the partners.
- 8 Contribute to, and where required, manage and lead the delivery of partnership projects.
- 9 Contribute positively and collaboratively to the work of the Partnership Strategic Management Team and the Operational Improvement Board.
- 10 Develop and maintain clear mechanisms for obtaining performance feedback from customers of the service.

Key generic corporate responsibilities

1. Write reports for members, Operational Improvement Board and partner working groups to consider on issues relating to the Benefits, Council Tax billing function.
2. Contribute to the performance of the partnership through business planning mechanisms, performance review and team meeting processes.
3. Support the Head of ARP in making sure the partnership offers a customer focused service and strives to be innovative in its search for continuous improvement.
4. Contribute to and help promote positive communication across the partnership and other authorities that you come into contact with whilst building constructive relationships and generating effective staff feedback mechanisms.
5. Attend meetings as required; this will require flexibility within your working hours.
6. Comply with the councils' constitutions and policies and the Partnership policies procedures and guidelines.
7. Perform any other relevant activities as delegated by the Head of ARP.

8. The key tasks are intended to serve as an indication of the character and general level of the post. They are not in order of priority and you should not consider them as absolutely final or exclusive. The list may be changed depending on the operational circumstances of the partnership and other associated local authorities.
9. You must comply with the health and safety policy and attend the compulsory health and safety training as and when requested.
10. Contribute to the continuous improvement of ARP.
11. You will be required to undertake any necessary training to enable you to perform your duties correctly.
12. You will be required to make yourself aware of, and work within, the Data Protection Policy.