

PERSON SPECIFICATION

POST TITLE AND NO: Head of Benefits and Council Tax Billing (ARP)

DATE ISSUED: February 2021

| Attributes | Essential qualities | Desirable qualities |
|---------------------------|--|--|
| 1. Education and Training | <ul style="list-style-type: none"> a) Full IRRV professional qualification or equivalent experience b) Evidence of training in management | <ul style="list-style-type: none"> a) Evidence of relevant post-graduate training or study b. A formal management qualification c) A project management qualification or equivalent experience |
| 2. Experience | <ul style="list-style-type: none"> a. Experience of managing a service within a Local Authority or other large, complex organisation. b. Relevant post-graduate experience including managerial responsibility in a related field c. Relevant experience in the financial management of operational and project budget d. Experience and knowledge of the legal, statutory and corporate framework relating to local government e. Evidence of managing strategic changes and major projects f. Track record of delivering improvements against performance targets. | <ul style="list-style-type: none"> a. Management experience at a strategic as well as an operational level b. Experience of working with elected members and of recognising and dealing with politically sensitive issues c. Experience of operating within a performance management system d. Experience of working in partnership and in multidisciplinary teams e. Experience of system administration |

| | | |
|--|--|---|
| | <ul style="list-style-type: none"> g. Evidence of developing and managing effective customer driven services and working in complex stakeholder environments h. Partnership building across the public and private sectors | |
| 3. Knowledge | <ul style="list-style-type: none"> a. A sound knowledge of the local government sector and awareness of the Government's agenda for modernising local government. b. Knowledge of national and regional policies and strategies as they effect economic and community development. c. An up to date and comprehensive knowledge of Housing Benefits law and practice d. An up to date and comprehensive knowledge of Council Tax law (including Council Tax Support) and practice e. Understanding of a comprehensive strategic Revenues and Benefits service | <ul style="list-style-type: none"> a. Knowledge of system administration |
| <p>4. Personal qualities, attitude and behaviors.</p> <p>Fully defined in the competency document with examples of effective and ineffective</p> | <p>Commercial and entrepreneurship</p> <ul style="list-style-type: none"> a. Demonstrating a commercial approach, increasing productivity by managing resources and creating opportunities to do things in a different way. Being entrepreneurial, understanding | |

behaviours that will be tested fully in assessment and interview.

how to use risk management to innovate. Demonstrating pace, decisiveness and implementation.

Ownership and tenacity

b. Demonstrating how to empower people, take responsibility, accountability and being able to see through and resolve issues. The ability to maintain momentum and pace while being flexible and nimble. It is about being passionate, ambitious, committed and self motivated, always trying to exceed expectations. Creating and supporting teams as well as playing an active role within them.

Innovation and ambition

c. Being innovative, understanding customers' current and future needs, other authorities, and market and technology trends. Networking and incorporating new ideas and concepts from outside the organisations whilst balancing risk and ambition. Setting stretching goals and pushing the limits to succeed.

Managing for outcomes

d. Being able to get things done, prioritising activity, cutting through bureaucracy, removing obstacles and making things simpler. Putting the needs of the council and citizens before one's own personal, team or service's interests.

| | | |
|----------------------------|--|--|
| | <p>Relationship management</p> <p>e. The ability to create relationships with people and organisations to deliver the right outcomes. Able to challenge constructively, look at different ways of approaching things to create win win situations. It is about working collectively, not in silos and thinking more laterally.</p> <p>Working with and understanding people</p> <p>f. An ability to manage change, develop people; open to listening across two organisations to understand needs and priorities. Demonstrating the ability to influence and motivate people, changing their mindset and helping them achieve their goals and aspirations as well as those of the organisations.</p> | |
| <p>5. Other attributes</p> | <p>a. Full UK driving licence or the means to travel between sites as required.</p> | |