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## JOB DESCRIPTION

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**Job Title:** Operations Manager (Billing and Benefits)

**Service Area:** Benefits & Council Tax **Team:** Benefits & Council Tax billing

**Organisation:** Anglia Revenues Partnership

**Reports to:** Head of Benefits and Council Tax Billing

**Responsible for:** ARP Benefits & Council tax billing teams based across the partnership

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### **Main Purpose of Job:**

To lead and manage the ARP Benefits & Council Tax billing teams to administer the assessment of Housing Benefit claims and Council Tax liability including Council Tax Support Schemes, Exemptions, Discounts, DWP Subsidy returns, Appeals, Reminders and Liaison functions.

To ensure Universal Credit is properly implemented in partnership with DWP.

To ensure key financial controls are in place to comply with legislative and procedural requirements and to achieve key performance indicators.

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### **Key Responsibilities:**

- Manage the ARP Benefits & Council Tax Billing Service to achieve agreed targets, objectives, timetables and maintain an up-to-date knowledge and application of relevant practices, legislation, regulations and policies within the Partnership.
- To ensure that Council Tax liability is established and entitlement to Discounts and Exemptions are encouraged, received, considered, assessed and notified in accordance with relevant ARP & partner Council policies, Government legislation and regulations.
- To ensure that the Council Tax base is maximized and reports issued to The Valuation office.
- To ensure that Benefit and Council Tax discounts and exemptions claims are encouraged, received, considered, assessed, notified and paid in accordance with relevant ARP & partner Council policies, Government legislation and regulations and in conjunction with other agencies.
- Deal with complaints and provide advice regarding more complex applications for Housing Benefit, Council Tax Support, and Discounts & Exemptions.
- Responsible for the effective management of DWP Benefits Subsidy and Discretionary Housing Payment claims, including internal controls and returns to maximise subsidy. Raise awareness of subsidy issues with the teams to prevent reoccurrence and to take corrective action.

- To be responsible for and manage the monitoring, reconciling and balancing of Benefit Subsidy, ensuring it is compiled and submitted accurately and in time to meet Government, Council and legislative requirements. Allocate and manage subsidy work to the Benefit Teams to ensure risk is removed and to complete Audit workbooks. Liaise with Audit during the External Audit process.
- To be responsible for and manage the modelling, monitoring, reconciling and balancing of Council Tax Support Schemes, ensuring that Schemes are annually updated/reviewed to reflect changes in legislation and to maximize administrative efficiencies.
- Manage the administration of the team processes to minimize potential for fraud and make changes required to reduce it wherever possible and that suspected fraud is reported.
- Supervise, monitor and develop the Team Leaders and give general direction to all members of the team, promote and personally champion a culture where all staff are valued and feel part of a culture of openness and inclusivity.
- To foster the welfare of staff and ensure that relevant policies are adhered to including health and safety, sickness and absence etc., developing participative teamwork, ensuring good communication at all times, conducting formal appraisals and regular one to one reviews and ensure Team Leaders do the same.
- To develop employees within the Service to ensure they are skilled, motivated, trained and competent to achieve the objectives and goals of the ARP.
- To maintain effective liaison with other ARP & Council Services, Government Departments, the DWP, Valuation Office, Courts and Tribunals Service and other agencies and outside bodies on relevant matters, as appropriate.
- To represent the ARP & partner Councils at other organizations, agencies and authorities appropriate to the work of the Service.
- Monitor performance against Performance Indicators and monitor and review individual staff performances targets and take appropriate action when necessary.
- Keeping up to date with legislative changes, circulars, DWP & MHCLG guidelines etc. and disseminating this information to all staff.
- Ensure the provision of detailed and Plain English procedural notes and customer notifications for all activities carried out in the team to ensure consistency in approach, staff development and the structured training of new staff in the team.
- Ensure that records held, and the way they are processed by staff, meets requirements set by the General Data Protection Regulations and Freedom of Information Acts, ensuring that sensitive key customer data is always kept secure and confidential.
- Maximise use of software products, Capita, Civica EDMS (not an exhaustive list) to achieve KPIs and Service Plan objectives

- Respond to complex and sensitive queries regarding the Service area from Members, Members of Parliament, voluntary agencies and other concerned parties including quoting legislation in detail but also ensuring customer service principles are adhered to.
- Assist the Strategic Manager in preparing reports for consideration by Senior Management, Officers and Members on any new or proposed legislation or on any matter for use of a discretionary power or a change of policy direction.
- Assist the Strategic Manager in managing migration to Universal Credit and the provision of Services by the ARP & partner Councils during the transitional phase.
- To assist in selection interviews for new members of staff or internal vacancies and ensure staff discipline, as appropriate.
- To manage and deliver projects.
- To promote and adhere to the workplace values of our organisations.
- To undertake such other work as may be required from time to time by the Strategic Manager, commensurate and consistent with the duties and grading of the post.

**Additional Note:**

Vulnerable People

We are committed to safeguarding and promoting the welfare of vulnerable people and we expect all employees to share this commitment. All employees must familiarise themselves with the Safeguarding Children and Young People and Guidelines for Working with Children and Young People policy.

Health Safety & Environment

Managers are responsible for the health and safety of their staff and their actions that may affect others; this is clearly set out in the Health and Safety Policy. It is the duty of all employees, while at work, to take reasonable care of their health and safety, and of other persons who may be affected by their activities; this includes colleagues, contractors and members of the public.

All employees must familiarise themselves with the Health and Safety and Environmental Policies.

Note: This is a description of the job as it is constituted at May 2018 but, as the organisation develops, it may be necessary to vary the duties and responsibilities from time to time. It is the practice of ARP and employing council to periodically review Job Descriptions to ensure that they relate to the job as being performed or to incorporate whatever changes may be necessary. It is both Councils' and ARP's aim to reach agreement to such reasonable changes with the post holder but if agreement is not possible the Councils and ARP reserve the right to insist on changes to the Job Description after consultation with the post holder.

On signing your Statement of Particulars it will be deemed that this Job Description has been accepted by the post holder.