

## Job description

<b>Post title:</b>	Revenues and Benefits Service Manager (Support)
<b>Service area:</b>	Anglia Revenues Partnership
<b>Responsible to:</b>	Head of the Anglia Revenues Partnership (ARP)
<b>Responsible for:</b>	Supporting all areas of Revenues, Benefits, Fraud and Enforcement Services as part of the Senior Management Team (for current and future members of the partnership)
<b>Liaison with:</b>	Operational Improvement Board, all Managers and Staff at all partnering authorities, Council, External Agencies and Councillors.

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### Main job purpose:

To be part of a Senior Management team of four responsible for leading and managing the delivery of Revenues and Benefits services across ARP, ensuring services are efficient, effective, and aligned with the strategic priorities of each partner council. The role supports the Head of ARP in delivering statutory compliance, minimising risk, and driving continuous improvement across the partnership.

### Key responsibilities:

1. Oversee the strategic and operational delivery of Support Services to assist with the delivery of all Revenues and Benefits functions across the partnership.
2. Work with the Senior Management Team (SMT) to ensure compliance with statutory standards and relevant legislation, supporting the achievement of ARP service plans and the Partnerships 4-year business plan.
3. Lead on key Revenues and Benefits projects and initiatives, contributing to business and workforce planning across the partnership, attend various meetings and advising on budget management to enhance service efficiency.
4. Implement a 'Digital first' approach to all aspects of the service, ensuring that digital solutions are accessible to all and suit our customers varied requirements and needs.
5. Prepare and present business cases and reports to various governance bodies including the Operational Improvement Board, Joint Committee and member groups representing the Council accordingly, as directed.
6. Support the Head of ARP in researching and evaluating commercial opportunities, promoting innovation and customer-focused service improvements.
7. Formulate, plan, forecast and manage multiple service area budgets, ensuring effective resource allocation and financial control.
8. Lead and participate in procurement and contract management activities related to Revenues and Benefits service delivery.

9. Foster collaborative working across multiple matrix Revenues and Benefits projects across all ARP service areas and the wider partner councils, building constructive relationships and positive communications with internal and external stakeholders and gaining multi-level feedback.
10. Provide inspirational leadership across a Revenues and Benefits Partnership, resolving complex personnel issues, empowering direct reports and modelling positive change.
11. Foster a high performing culture within the service, ensuring a customer focused approach with a drive for continuous improvement, best practice and value for money.
12. Conduct performance reviews (PDRs), one-to-ones, mentor managers in leadership development, provide succession planning for direct reports and manage performance where necessary.
13. Ensure councils meet all legislative, constitutional, and policy requirements, providing guidance to elected members and senior officers on business direction, priorities, risks and budget constraints.
14. Promote compliance with health and safety and Data Protection policies, ensuring mandatory training is completed across service areas.
15. Communicate effectively across the partnership, delivering positive and motivational messages, speaking and representing ARP at All Staff Briefings, business briefings, seminars, networking events and conferences.
16. Pursue ongoing professional development, including understanding of core policies, procedures, ARP guidelines.
17. Deputise for other ARP Senior Managers as required.
18. Undertake additional duties as delegated by the Head of ARP.

The post holder will share responsibility of overall Strategic Management across all Partnership service areas with two other Strategic Managers. Revenues and Benefits experience and knowledge is essential as key areas of responsibility remain flexible and subject to change with prior agreement subject to business needs.

The key responsibilities listed may be changed depending on the operational circumstances of the partnership and other associated local authorities.

This job description reflects the role as of August 2025. 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. Duties may evolve in line with organisational needs. Reasonable changes will be discussed with the post holder, though the ARP and employing councils reserve the right to implement changes following consultation.

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### **Additional information:**

#### **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 and 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.

### Political restriction

This post is politically restricted under the Local Government and Housing Act 1989 and post holders are prohibited from seeking public election, holding political office, writing or speaking publicly on matters of political controversy.