

Person specification

Revenues and Benefits Service Manager (Support)

Criteria	Attributes
Experience and knowledge	<p>Essential:</p> <ul style="list-style-type: none"> • Senior-level management experience in Revenues and Benefits • Skilled in report writing, presenting at meetings, and conducting successful negotiations. • Confident in managing people and navigating challenging conversations and situations. • Demonstrates commitment to fairness, equality, and diversity in both employment and service delivery. • In-depth understanding of the challenges facing Revenues and Benefits services, local government, and the wider public sector, with the ability to apply leadership skills to address these effectively. <p>Desirable:</p> <ul style="list-style-type: none"> • Experience in risk management, contract management, forecasting, and strategic document writing. • Knowledge and experience in Systems Administration, Communications, Finance, and administrative services.
Qualifications	<p>Essential:</p> <ul style="list-style-type: none"> • 5 Grade A-C GCSEs or equivalent including Maths and English • Formal management qualification or equivalent leadership experience. <p>Desirable:</p> <ul style="list-style-type: none"> • Project management qualification • IRRV professional qualification at Diploma or Honours level
Competencies	<p>Essential:</p> <ul style="list-style-type: none"> • Creative and solution-oriented, with the ability to develop innovative and effective processes and recommendations. • Proactive in driving business development opportunities with energy and awareness of associated risks. • Decisive and influential, able to make timely decisions and secure buy-in from others. • Flexible and open-minded, yet confident in making difficult or unpopular decisions when necessary. • Strong analytical skills with the ability to interpret data and assess broader business impact and implications. • Strategic and critical thinker with a clear focus on long-term goals and future planning. • Excellent at processing complex information and numerical data to inform sound decision-making.

	<ul style="list-style-type: none"> • Highly organised, with the ability to plan ahead and align actions with strategic objectives. • Results-driven, consistently meeting objectives and delivering high-quality outcomes. • Inspirational leader who motivates and influences others to achieve shared goals. • Builds trust and mutual respect across councils and with external partners. • Customer-focused, with a commitment to engage and consult to deliver service and customer improvements. • Politically astute, with the ability to build effective relationships with elected members. • Strong communicator, able to engage with diverse audiences and promote ARP effectively.
Personal qualities and attributes	Essential: <ul style="list-style-type: none"> • Ambitious and results oriented. • Energetic and committed. • Thrives in challenging environments. • Self-aware, open, and honest. • Resilient under pressure. • Upholds high ethical and moral standards. • Fair and consistent in approach.
Other	Essential: <ul style="list-style-type: none"> • Willingness to work occasional evenings as required

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