

Job Details

Job Title:	ASSISTANT REVENUES AND BENEFITS MANAGER
Post Number:	POST000336
Directorate:	Resources
Section:	Revenues and Benefits
Post Grade:	Tier: 4, Grade: H
Responsible to:	Head of Revenues and Benefits
Responsible for:	Revenues, Council Tax, Non-Domestic Rates (NNDR), Sundry Debt and Recovery teams

Job Purpose

- Responsible for the development and modelling of complex data, ensuring that comprehensive databases are maintained to ensure effective performance management and financial forecasting.
 - Collaborating with cross-functional teams to implement efficient processes, monitor compliance with relevant regulations, and provide detailed reports to stakeholders. Optimise analytical skills to forecast revenue streams, assessing the impact of policy changes, and enhancing the overall efficiency of the revenue and benefits service.
 - Leading service performance to ensure delivery of key performance indicators and exemplary Customer Service
 - Deputising for the Head of Service as required.
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Main Responsibilities

- Technical specialist lead on Revenues and Benefits Statutory government returns and effective in-year monitoring to inform operational activity and financial decisions.
- To lead on service project work across the service area, embedding service redesign with technical understanding of Revenues and Benefits as required.
- To be responsible for online content with routine reviews, aligning to legislative and operational change and ensuring integration with the Council's Digital Strategy.

- Lead and deliver a programme of improvements emanating from performance issues, external review, internal audit review, staff and customer feedback and aspirations of Elected Members.
- Leading service redesign and developments in collaboration with the Head of Service.
- Manage, monitor and report information to inform the established performance framework and ensure the Revenues and Benefits team effectively meets Council targets, service standards and objectives.
- To be responsible for the effective monitoring of Council Tax Base and NNDR, working directly with finance colleagues to enable robust forecasting and outturns
- To be responsible for the effective and accurate completion of National / Government Returns associated with Council Tax and NNDR
- Interpret, analyse and present data to give advice on decisions relating to service delivery.
- To ensure that legislative changes across the service are implemented, providing proactive impact analysis of changes.
- To prepare and present information and reports to senior managers, cabinet and other members, Government Departments and other agencies where appropriate.
- Build strong positive relationships with colleagues and partners.
- Ensure appropriate steps are taken to prevent and detect benefit and associated fraud including fraud awareness within the team.
- Develop operational procedures and policy to ensure accurate and consistent application of discretion in administering the Revenues and Benefits service; creating liabilities and recovery of debt.
- Promote the take up of Benefit and other financial assistance in line with the Council's aims and objectives.
- Ensure timely implementation of recovery processes and prosecuting the recovery of debt in the Magistrates and County Court to maximise collection. Attending Magistrate and County Court proceedings to give evidence to recover outstanding debt.
- To deputise for the Head of Revenues and Benefits as required.

Decision making

- Make operational decisions relating to recruitment, deployment and management of resources within the Revenues and Benefits service commensurate with the level of the post.
- Authorised to approve Bacs transfers and approve cash and other transactions up to agreed expenditure in accordance with the council's financial regulations and scheme of delegation.

- Making recommendations on all expenditure to be incurred and procurement relating to Revenues and Benefits services.
 - Exercise of discretion for benefits and revenues in line with guidelines and creation and recovery of debt.
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Financial Responsibilities

- To recommend to the main budget holder significant expenditures from agreed budgets and the setting and monitoring of those budgets.
 - Authorisation of expenditure from relevant service budgets.
 - Income from Council Tax, NNDR and debtors
 - Housing Benefit expenditure.
 - Payroll and Sundry Debt
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Key Contacts / Relationships

- Finance, ICT, HR and other relevant internal services
 - Maintenance of effective relationships with partner organisations including the Valuation Office Agency, government agencies, Courts, enforcement agents, collection agencies and other local authorities to ensure efficient performance.
 - Commercial and voluntary organisations that are relevant in ensuring the service is developed in accordance with the Council's corporate aims.
 - Local MP and elected members to ensure referred cases are dealt with appropriately and promptly to maintain the reputational integrity of the Council.
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STANDARD CLAUSES

Health and Safety

You will take reasonable care for your health and safety and have regard to other persons who may be affected by the performance of your duties in accordance with the provisions of Health and Safety legislation, Erewash Borough Council's Corporate Health and Safety Policy Statement, associated protocols and health and safety management systems.

You will exercise proper care in handling, operating and safeguarding any equipment, vehicle or appliance provided, used or issued by the Council or provided or issued by a third party for individual or collective use in the performance of your duties.

Equality and Diversity

You will uphold Erewash Borough Council's Equality and Diversity policies and practices in accordance with the Council's policy and Equality Scheme. Erewash Borough Council will make any adjustments considered reasonable to the above duties under the terms of the Equality Act 2010 to accommodate a disabled employee.

Training

You will keep under review your own training and developmental needs and keep yourself informed of current issues and be alert to Erewash Borough Council's and other relevant bodies training programmes and policies. You will be required to attend, from time to time, training courses, conferences, seminars or other meetings as required by your own training needs and the needs of the service.

Performance Management

You will ensure compliance with the Council's employee performance standards and take the appropriate action to address issues that may arise. You will comply with the Council's Data Quality Policy to ensure that all Council information you are responsible for is accurate, complete, up to date and fit for purpose.

Confidentiality

You will comply with and/or ensure compliance with the Council's Data Protection Policies and the Data Protection Act and other relevant legislation. You will ensure that confidentiality is respected and maintained at all times. Where appropriate you will work with computers, new technology and associated systems as required and support staff in its use. You will comply with the regulations as set out in the Council's ICT Information Security Policy.

Customer Care

You will promote and deliver fair and high-quality customer care services that are sensitive and responsive to customers and in accordance with Erewash Borough Council's Customer Care and Equality Policies.

Environmental

Erewash Borough Council is committed to protecting the environment and reducing its carbon emissions. It is therefore the responsibility of all employees to minimise their impact on the environment whilst working for the Council.

Safeguarding Children and Vulnerable Adults

All employees and Councillors have a duty of care for the safeguarding of children and vulnerable adults. Any concerns about the behaviour of a member of staff or service users must be reported immediately, in confidence, to a Safeguarding Lead. Posts working directly with children and/or vulnerable adults will be designated to require a Disclosure and Barring Service (DBS) check before appointment and a recheck every 3 years.

Other Duties

This job description sets out the duties and responsibilities of the post at the time when it was drawn up. Such duties and responsibilities may vary from time to time without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and cannot themselves justify a reconsideration of the grading of the post. Any changes which are of a permanent nature will, following consultation with you, be included in the job description in specific terms and will be formally issued to you.

Produced by: Lisa Black, Head of Revenues and Benefits

Date: July 2025

Version: 2.0

Declaration

I understand and accept the job duties and responsibilities contained in this job description.

Signed..... Dated.....

PERSON SPECIFICATION

Job Title: ASSISTANT REVENUES AND BENEFITS MANAGER

Post Number: POST001204

EXPERIENCE

Essential Criteria

- Substantial experience of working within a Revenues and/or Benefits Service (A I)
- Experience of advising, supporting and developing a multifunctional team within Revenues and Benefits services. (A,I,T)
- Experience at a supervisory level and able to demonstrate a record of supervising, motivating and supporting large and diverse teams (A,I,T)
- A knowledge of computerised systems within Revenues and Benefits and experience of actively implementing and improving digital systems. (A,I,T)
- Experience of project implementation or service improvement. (A,I,T)
- Experience of completion of Government Returns associated with Revenues & Benefit services. (A,I,T)
- Experience of the use of data analytics to inform decision making, service design and finances. (A,I,T)
- Experience of digital system implementations and operations to ensure channel shift is achieved whilst maintaining optimal levels of customer service (A,I,T)
- Experience of compiling and completing Government Returns associated with Revenues and Benefits. (A,I,T)

Desirable Criteria

- Experience of revenues and benefits services in local government (A,I,T)
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QUALIFICATIONS

Essential Criteria

- A relevant professional qualification (IRRV) or equivalent or be able to demonstrate past management or senior Revenues and Benefits experience. (A,I,T,D)

Desirable Criteria

- A relevant professional qualification (minimum IRRV Diploma Level 4) or a commitment to study towards a qualification at this level (A, I, D)
 - Evidence of continuous relevant professional development. (A, I, D)
 - A relevant qualification in project management (Prince2 or similar) (A, I, D)
 - Degree or equivalent professional qualification. (A, I, D)
 - Managerial qualification. (A, I, D)
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SKILLS & KNOWLEDGE

Essential Criteria

- Substantial knowledge of revenue and benefit legislation and procedures and proven ability to apply this in an operational environment. (A,I,T)
- Proven ability to work on own initiative and use judgement to achieve service objectives and promote innovation and service improvement. (A,I)
- Able to manage and motivate staff, set priorities and targets, direct and plan work to provide an integrated service to meet service standards/deadlines. (A I)
- A high standard of literacy and numeric skills along with proven competence in the maintenance of accurate and well organised records. (A,I,T)
- Proven ability to undertake data analytics to inform customer service, financial decisions and impact analysis of change. (A,I,T)
- Ability to deal competently and diplomatically with members of the public and partner organisations promoting a positive and caring image for the Council. (A,I,T)
- Ability to implement change in practices across a diverse team with varying skills and abilities to achieve positive outcomes.(A,I)

Desirable Criteria

- A good working knowledge of local government protocol; procedures and systems within Local Government. (A,I)
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OTHER REQUIREMENTS

Essential Criteria

- An enthusiastic and flexible attitude, willingness to learn, be part of a team and a commitment to quality of work and to inspire others to better themselves. (A,I)
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ASSESSMENT KEY:

A Application | I Interview | T Test | D Documentation

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