Working at Broadland District Council and South Norfolk Council

Job Role: Senior Systems and Controls Officer

Department: Revenues and Benefits

Directorate: Finance & Individuals and Families

Purpose:
To lead on providing application delivery and support for Council Tax, Benefits and NNDR, ensuring availability of systems is maximised.

To carry out the annual billing process for both councils.

To supervise the controls team to ensure financial controls are carried out efficiently and effectively.

Main duties and responsibilities:

- Lead in the development, maintenance and review of the Revenues and Benefits IT systems.
- Ensure legislative changes are reflected where necessary within the IT systems and associated procedures.
- Ensure reporting requirements are met in order to provide performance management information and contribute to the completion of government returns.
- Lead the technical management of the daily, monthly and annual billing process.
- Lead on providing system admin support for the Council Tax, NNDR and Housing Benefit software and DMS across the councils ensuring access levels and system securities are maintained and regularly reviewed.
- Lead on the testing and implementation of software upgrades and new software including the year end billing process, planning and coordinating system and release testing to minimise disruption to users by ensuring system upgrades are installed in a timely manner with minimum system downtime. Manage change and communicate system changes appropriately to all levels of staff.
- Develop the systems fully, evaluating and analysing the business needs of users with managers to find more effective, efficient and innovative ways of using the systems.
- Lead on the annual billing of Council Tax NNDR and Benefits ensuring accurate and timely billing is achieved.
- Ensure that direct debit processing is carried out efficiently and effectively.
- Ensure that Council Tax, Business Rates and Benefits cash postings, refunds and reconciliations are carried out efficiently and in a timely manner. Including Housing Benefit payment runs.
- Manage the pro-print system across revenues systems and liaise closely with benefits colleagues.
- Provide system support cover and backup for Housing Debtors and Payments.
- Lead on forming positive relationships with the software suppliers and attend relevant seminars.
- Drive forward a programme of improvement ensuring services are accessible, approachable, responsive, efficient and effective.

South Norfolk and Broadland Councils are committed to promoting the welfare of children and vulnerable adults and all applicants must be willing to undergo appropriate checks for the position, including checks with past employers and the Disclosure and Barring Service.

Role specific qualifications, experience, skills and abilities

Criteria	Essential or Desirable	
Education and Qualifications		
• Degree/equivalent qualification or relevant experience and proven ability to research complex issues combined with a broad knowledge of the specific discipline.	E	
• IRRV Certificate qualification or demonstrable equivalent experience.		D
Experience and Knowledge		
• A minimum of 2 years in depth IT knowledge and experience of providing IT applications delivery and support.	E	
• Comprehensive working knowledge of IT including Microsoft office packages and internet use.	E	
• Experience of systems administration including Revenues and Benefits System Civica.	E	
Skills, Abilities and Competencies		
• Demonstrable skills of supervising a team.		D
• Good planning, organisational and time management skills, including prioritisation and self-monitoring of workload and work under own initiative.	E	
• Ability to assimilate a range of information quickly and efficiently and apply the relevant regulations and legislation.	E	
• Demonstrable excellent communication skills and the ability to interpret users IT/information requirement and provide relevant solutions.	E	
• Ability to solve complex problems and apply analytical approach to work meeting deadlines and defined standard.	E	

Our Values and Behaviours	
All employees are expected to demonstrate the One Team's values and behaviours in their work. These behaviours are essential to the role and will be assessed throughout the recruitment process and during employment:	
• *Be trustworthy and respectful* • *Take ownership and be responsible* • *Value difference and be kind* • *Be customer focused and proactive* • *Collaborate and celebrate with others*	• *Be flexible and embrace change* • *Be innovative and entrepreneurial* • *See the bigger picture* • *Never stop learning*

DATE: October 2026