

WHERE
CAREERS
THRIVE

When potential
is unlocked,
talent *thrives*



West
Northamptonshire
Council

Job description and person specification

Revenues and Benefits Service Delivery & Financial Inclusion Manager

Revenues and Benefits, Finance Directorate



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Thank you for your interest in this role. Our vision at West Northamptonshire Council (WNC) is: 'to make West Northants a great place to live, work, visit and thrive'.

We truly stand by this and work hard every day to make this a reality, and at WNC it's about our people. People who thrive with ambition, bring new ideas, demand better ways of working, care about every detail, and who never shy away from a challenge.

Our culture is a gateway for new experiences. A place to forge new opportunities. To empower you in your career and unite you with like-minded people. When potential is unlocked, talent thrives.

Purpose and impact:

To provide strong professional leadership and management for the Revenues and Benefits service for West Northamptonshire Council leading on a range of high profile, complex projects delivering transformation, identifying innovative solutions and service improvements.

To manage the delivery of a high-quality Financial Inclusion in line with customer requirements and regulations and to drive forward cost-efficient digital services and performance, working closely with colleagues in Public Health.

Accountable to:

This role is accountable to the Assistant Director of Revenues and Benefits, responsible for the direct line management a Financial Inclusion Lead Specialist and the Debt and Welfare Team Leader and Officers. The role sits within Revenues and Benefits Services, part of the Finance Directorate in West Northamptonshire Council.

Responsibilities:

1. To lead and manage the Financial Inclusion team on a day-to-day basis including recruitment, appraisals and one to ones, strategy, and policy development providing cross sector services to help residents in severe hardship. Developing the team to ensure that they can work flexibly, to develop a culture of continuous improvement and to work closely with the other service managers to offer resilience and support.
2. To lead on a range of complex Revenues and Benefits projects including new government grant schemes delivering transformation, offering innovative solutions including a digital first approach and service improvements within resources and budget. This includes managing and directing project team members for the list of the project, writing and presenting reports to elected members, Executive Leadership Team, and other stakeholders as required.
3. To establish and foster effective working relationships with all stakeholders internal and external bringing people together across the organisation and wider to identify opportunities for collaborative working and service improvements and efficiencies.
4. To monitor and analyse changes in the internal and external environment and to make recommendations to Assistant Director on any risks and opportunities and to inform the development of strategy and plans for the service.

5. To be responsible for compiling and monitoring delivery of the service plan and the emergency planning business continuity plan for Revenues and Benefits, including managing delegated budgets and providing accurate and timely financial forecasts
6. Supporting the wider team by taking an active role in annual billing and financial year end as required, deputising for the Revenues and Benefits Assistant Director and other managers as and when needed.
7. To maximise personal productivity, minimise duplication and errors; and manage our information efficiently and securely to reduce risk, through effective use of Office 365 and our internal IT systems and applications.
8. Actively challenge and seek to eliminate any directly or indirectly discriminatory practice or behaviours.
9. Demonstrate awareness and understanding of other people's behavioural, physical, social and welfare needs and ensure that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons.

This job description reflects the major tasks to be carried out by the post holder and identifies a level of responsibility at which they will be required to work. In the interests of effective working, the major tasks may be reviewed from time to time to reflect changing needs and circumstances. Such reviews and any consequential changes will be carried out in consultation with the post holder.

Person specification:

The requirements for the role are outlined below and will be part of the selection process. Each of the criteria listed below will be measured by:

(**A**) Application Form, (**T**) Test, (**I**) Interview, (**P**) Presentation, (**D**) Documentation.

Minimum levels of knowledge, skills experience and qualifications required for this job.

Skills and abilities:	Essential / Desirable	Measured by
Managing, harmonising, developing, and working with IT systems in Revenues and Benefits and in the preparation of financial modelling and statistics	Essential	A, T, I, P, D
Excellent stakeholder engagement skills Communicating and Influencing – Strong collaborator with demonstrable ability to bring people together across the organisation and wider, able to express ideas or facts clearly and convince/influence others to their point of view and to communicate with customers, staff, and senior managers.	Essential	A, T, I, P, D
Planning & organising; experience of operating at a senior manager level with high degree of autonomy, self-motivated, plans and manages resources in order to achieve immediate targets and longer-term objectives within deadlines	Essential	A, T, I, P, D
Ability to gather information in order to understand issues. Ability to monitor, analyse and predict changes and to advise on risks and opportunities to inform strategy	Essential	A, T, I, P, D
Demonstrate effective use of Office 365 (incl. Teams, OneDrive, etc.) or willingness to undertake training during the probation period.	Essential	A/T/I

Knowledge:	Essential / Desirable	Measured by
Excellent knowledge and experience in the delivery of Council Tax, NDR and/or Benefits including demonstrable detailed legislation knowledge, and best practice	Essential	A, T, I, P, D
Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs	Essential	A, T, I, P, D
Understanding of workforce development, effectively performance managing teams and proven experience of managing change to achieve high performance in a Revenues and/or Benefits environment.	Essential	A, T, I, P, D

Relevant experience:	Essential / Desirable	Measured by
Significant experience of leadership and managing at a senior management level in a Revenues and/or Benefits	Essential	A, T, I, P, D
Experience of using and developing Revenues and Benefits software system and EDM	Essential	A, T, I, P, D
Demonstrable experience of implementing change at a senior manager level. Creative and innovative, driving and embracing change; adopts a positive attitude toward change and encourages	Essential	A, T, I, P, D

and supports people through it. Ability to work under pressure and meet multiple deadlines.		
Managing Performance; sets clear and challenging objectives for staff, defines responsibilities, and looks to bring out the best in them. Monitors progress and addresses any shortfalls. Has track record of achieving high performance	Essential	A, T, I, P, D
Demonstrable experience of implementing strategy, policy, service, and financial plans and show strategic thinking, taking account of and identifying a range of longer-term issues opportunities and contingences. Can demonstrate experience of relating activities of the team to the bigger picture.	Essential	A, T, I, P, D
Experience of budget and resource management at management level	Essential	A, T, I, P, D
Demonstrable experience of managing and leading on high profile complex Revenues and Benefits projects including developing business cases with proven effective delivery	Essential	A, T, I, P, D
Experience of successfully working at a management level in a locally focussed public sector delivery organisation.	Essential	A, T, I, P, D

Education, training and work qualifications:	Essential / Desirable	Measured by
Institute of Revenues Rating and Valuation (IRRV) or relevant degree.	Essential	A, D
Evidence of continuing CPD	Essential	A, T, I, P, D
Project management qualification	Essential	A, T, I, P, D
Management qualification	Desirable	A, D

All appointments are subject to standard pre-employment screening. This will include identity, references, proof of right to work in the UK, medical clearance and verification of certificates.

Additional pre-employment checks specific to this role include Basic Disclosure and Barring Service check ,

Day-to-day in the role:

Hours:	37 Hours per week	Primary work base:	One Angel Square
Job family band:	Regulatory & Technical	Worker type:	Part Flexible (minimum of 2 days in the office)
Salary range:	£62,010 - £68,113	Budget responsibility:	£500k to £750k
People management responsibility:	Yes		

Working conditions & how we work:

This role has been identified as a part-flexible worker type, this means that you will be able to work from other work locations and when not working from an office you will be working remotely for up to 3 days a week (including from home). A minimum of 2 days per week is expected in the office.

Our organisational values and behaviours

Everything we want to achieve for West Northants depends on having the right people in place and doing the right things and we want all colleagues to THRIVE, both personally and professionally. Our values and our behaviours framework underpin how we work and what partners and customers can expect from us. We want to do our very best for our residents, service users and businesses and for our staff – we want everyone to THRIVE.

T	Trust	We are honest, fair, transparent and accountable. We can be trusted to do what we say we will.
H	High Performing	we get the basics right and what we do, we do well. We manage our business efficiently.
R	Respect	we respect each other and our customers in a diverse, professional and supportive environment.
I	Innovate	we encourage curiosity, we are creative and seize opportunities to grow individually as an organisation and as an area.
V	Value	We continually strive for best practice and ways of improving existing procedures, practices and systems and thereby promoting efficiency and cost effectiveness
E	Empower	we believe in people, will listen, learn and trust them to make decisions. We help people to realise their ambitions.

“Valuing colleagues as individuals and encompassing our different perspectives to deliver our collective ambitions. One West inclusive culture”

When potential is unlocked, talent *thrives*

Choose a career that offers you a true sense of achievement, fills you with pride and challenges you in a positive way, everyday.

The benefits of a career at WNC include:

- **People** are at the centre of everything we do. Without our people, we wouldn't be able to deliver services to the people in our community.
- **Ambition** runs through everything we do at West Northants Council, we nurture and develop our people's ambition and willingness to succeed, to continually improve the service we provide to the community.
- **Care** is at the heart of West Northants Council, we care in so many ways; seen and unseen, helping our colleagues and community to thrive.
- **Flexibility** is key, we know work-life balance is critical to wellbeing, so we work hard to make sure our benefits package promotes and improves wellbeing; from annual leave, sick pay, family leave and flexible working, financial security offered by a local government pension scheme and life assurance, and discount schemes which make a difference to your day-to-day life, through to employee helplines offering free legal, health, financial and wellbeing advice and support.

We want you to have balance and be happy.

