WHERE CAREERS THRIVE

When potential is unlocked, talent *thrives*

West Northamptonshire Council

Service Improvement Lead

Revenues and Benefits Service, Resources Directorate

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.

West Northamptonshire Council

Purpose and impact:

The Revenues and Benefits Service Improvement Lead is a strategic leadership role responsible for driving transformation, continuous improvement and innovation across Revenues and Benefits services, including Housing Benefits, Council Tax, Council Tax Reduction and Business Rates.

The postholder will lead the design, development and implementation of service improvement programmes that enhance customer experience, improve operational performance, strengthen compliance and deliver sustainable efficiencies. Working collaboratively with operational managers, Digital, Data and Technology teams, Transformation Services, internal audit and external partners, the role will identify opportunities to redesign services, embed automation and AI solutions, and maximise the use of technology to improve outcomes.

As a subject matter expert, the postholder will provide specialist technical advice on Housing Benefit, Council Tax Reduction and Revenues legislation, ensuring compliance with statutory requirements, audit standards and best practice. They will play a key role in shaping future service delivery models, influencing strategic direction and supporting the council's wider transformation agenda.

The role acts as the bridge between operational service delivery and strategic development, ensuring improvement initiatives deliver measurable benefits for residents, businesses and the Council.

Accountable to:

This role is accountable to the Service Director for Revenues and Benefits The role sits within Revenues and Benefits, part of the Resources Directorate

Responsibilities:

1. Lead the strategic planning, design and delivery of transformation, service improvement and service redesign programmes across Revenues and Benefits, ensuring improvements deliver measurable benefits for customers, staff and the Council.

2. Act as the service lead for automation, artificial intelligence, digital innovation and emerging technologies, working with Digital, Data and Technology teams, Transformation Services and software suppliers to maximise system functionality, modernise processes and improve service performance.

3. Analyse performance data, customer insight, audit findings, legislative changes and operational processes to identify opportunities for improvement, develop business cases and implement sustainable solutions.

4. Lead and coordinate complex improvement projects from concept through to implementation, benefits realisation and post-implementation review, ensuring delivery within agreed timescales and resources.

5. Lead the financial evaluation of service improvement initiatives, including business cases, cost-benefit analysis, contract expenditure and identification of efficiency savings and income maximisation opportunities.

6. Provide specialist technical advice and guidance on Housing Benefit, Council Tax Reduction, Council Tax and Business Rates legislation, ensuring compliance with statutory requirements, subsidy regulations, audit standards and best practice.

7. Lead the management of audit activity, governance requirements and service compliance arrangements, ensuring recommendations are implemented, risks are mitigated and effective controls are maintained.

8. Manage key supplier relationships, software contracts, procurement activities and contract renewals, ensuring value for money and effective service delivery.

9. Prepare and present reports, business cases, options appraisals and recommendations for senior managers, directors and elected members to support strategic decision-making and future service development.

10. Influence, coach and coordinate managers, team leaders, project teams and external partners to deliver organisational change, promote continuous improvement and achieve agreed outcomes, without direct line management responsibility.

11. Contribute to service strategy, policy development and long-term planning for Revenues and Benefits services, deputising for the Head of Benefits and representing the service at internal and external meetings as required.

12. Use Microsoft 365 and council systems effectively to work efficiently, collaborate with others and manage information safely, including storing, sharing and handling data securely in line with council policies.

13. Actively challenge and seek to eliminate any directly or indirectly discriminatory practice or behaviours.

14. 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.

Note: Where digital skills are an important part of the role, candidates may be asked to complete a separate task or assessment to demonstrate their ability to use Microsoft 365 and other relevant systems

Skills and abilities:	Essential / Desirable	Measured by
Ability to analyse complex information and translate findings into practical solutions and recommendations.	Essential	A, T, I, P, D
High-level communication skills with the ability to influence, advise, and present and to explain decisions clearly.	Essential	A, T, I, P, D
Ability to lead transformational change projects including managing stakeholder engagement	Essential	A, T, I, P, D
Ability to influence senior stakeholders and secure commitment to change initiatives.	Essential	A, T, I, P, D
Excellent presentation, negotiation and relationship management skills..	Essential	A, T, I, P, D
Ability to lead, motivate and coordinate cross-functional teams without direct line management responsibility.	Essential	A/T/I
Ability to manage competing priorities and deliver multiple projects simultaneously.	Essential	A, T, I, P, D
This is applicable to all roles in WNC: Digital Skills: Working knowledge of Microsoft 365, including Outlook, Teams, Word, Excel, PowerPoint, CoPilot, OneDrive and SharePoint, with the ability and willingness to use these tools confidently and effectively in day-to-day work.		A/T/I
This is applicable to all roles in WNC: Information & Data Handling**:** Able to handle information responsibly, store records securely, share data appropriately and follow council policies and procedures on data protection, records management and information security.		A/T/I

Knowledge:	Essential / Desirable	Measured by
Extensive knowledge of Housing Benefit, Council Tax Reduction, Council Tax and Business Rates legislation, regulations and associated guidance.	Essential	A, T, I, P, D
Understanding of data analysis techniques and performance management frameworks.	Essential	A, T, I, P, D
Understanding of business process improvement methodologies and service redesign principles.	Desirable	A, T, I, P, D
Knowledge of audit, risk management and governance requirements within local government.	Essential	A, T, I, P, D
Knowledge of contract and supplier management practices.		

Relevant experience:	Essential / Desirable	Measured by
Significant demonstrable experience operating at a senior level within Revenues and Benefits, including Housing Benefit, Council Tax Reduction, Council Tax and Business Rates administration.	Essential	A, T, I, P, D

Experience of leading service transformation and operational improvement within a Revenues and Benefits environment.	Essential	A, T, I, P, D
Experience of introducing automation, digital technologies or AI-enabled solutions.	Essential	A, T, I, P, D
Experience managing complex stakeholder relationships across internal and external organisations.	Essential	A, T, I, P, D
Experience of contract management, supplier engagement and procurement activities.	Essential	A, T, I, P, D
Experience of preparing reports and recommendations for senior management and elected members	Essential	A, T, I, P, D
Experience of managing audit recommendations and implementing governance improvements.	Essential	A, T, I, P, D

Education, training and work qualifications:	Essential / Desirable	Measured by
Institute of Revenues, Rating and Valuation (IRRV) Level 5 Diploma (or equivalent professional qualification) in Revenues and Benefits; or	Essential	A, T, I, P, D
Prince2 Foundation/Practitioner, APM Project Management Qualification or equivalent project management qualification.		
Continuous Professional Development		

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

Day-to-day in the role:

Job family and salary band:	Band 09	**Worker type:**	Part-flexible
People management responsibility:	Yes	**Budget responsibility:**	

Current pay scales and other benefits are published on the Jobs and Careers section of West Northamptonshire Council's internet.

Working conditions & how we work:
This role has been identified as a part-flexible worker type, this means that you will be able to worker 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).

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.

WNC values colleagues as individuals and encompasses our different perspectives to deliver our collective ambitions. One West inclusive culture.

Should you require this document in another format or language, please contact:
Careers@westnorthants.gov.uk

WHERE CAREERS THRIVE

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.

West Northamptonshire Council