

# Job Description

<b>Job Title</b>	Project and Development Officer	<b>Post No</b>	
<b>Job Grade</b>		<b>Location</b>	Manby or Spalding.
<b>Reports to</b>	Operational Manager		
<b>Responsible for</b>	<b>Budget</b>	Choose an item.	
	<b>People</b>	This post has no direct line management responsibilities but the post-holder will be responsible for any team resources allocated to specific projects.	
	<b>Estates/Facilities/Hardware</b>	Choose an item.	

## Organisational Context

PSPS is a Local Authority Trading Company (LATCo) which is wholly owned by East Lindsey District Council and South Holland District Council and has main offices in both Manby and Spalding alongside several Customer Access Points.

PSPS provides a range of front and back office services to our Local Authority clients and our mission is that *'Together, we will provide high quality professional services, which achieve outstanding performance, satisfaction and confidence for our customers, communities and colleagues'*.

PSPS is focused on Service Delivery, Transformation, Engagement, People and Performance.

PSPS has a range of policies that have been specifically developed to support our people in achieving a positive work-life balance.

PSPS are proud to be a Family Friendly Employer and Disability Confident.

## Job Purpose

The Revenues and Benefits service is responsible for the professional, timely and accurate billing, collection and recovery of monies due, and for the processing and payment of Housing Benefit and Council Tax Support on behalf of our clients, East Lindsey District Council and South Holland District Council.

The service is responsible for the following key functions:

- Council Tax
- Business Rates
- Credit Control (sundry debtors)
- Housing Benefit Overpayment recovery
- Housing Benefit and Council Tax Support

The Project and Development Officer will support the Revenues and Benefits service to deliver successful change and transformation projects to achieve timely and progressive outcomes and improvements, supporting ongoing development of the service.

As a senior officer, the Project and Development Officer may be required to provide supervisory support as part of the management of the service.

The Revenues and Benefits service has main offices in both Manby and Spalding. Whilst the Project and Development Officer will be based at one of these locations, there will be a requirement for occasional, independent, travel between sites.

### Summary of Key Accountabilities and Responsibilities

- Maintain a broad and expanding knowledge and understanding of Revenues and Benefits legislation, guidance, policies, systems and working practices.
- Work closely with the Head of Revenues and Benefits to support the delivery of the service transformation and improvement programme.
- Act as project lead for various initiatives and projects, from inception to completion, to achieve successful, positive outcomes.
- Maintain comprehensive project documentation, including project plans, risk and issues logs.
- Lead performance of allocated project team resources.
- Identify and assist with control of service risks and issues.
- Co-ordinate service audit actions and monitor completion.
- Collate, coordinate and interrogate service performance data
- Undertake research and analysis to interpret and present data and information.
- Identify best practice and recognise improvement opportunities.
- Provide training as part of service improvement activity.
- Lead on the management of the service print / packing contract arrangements.
- Creation and maintenance of procedure/work instructions.
- Carry out process and efficiency reviews, and develop and present clearly documented reports and recommendations.
- Work closely with the Revenues and Benefits Management Team to support implementation of new or revised policy and working requirements arising from changes in legislation, regulations, or recognised good practice.
- Work closely with service colleagues to drive continuous cycle of performance, quality, learning and development.
- Maintain awareness of new technologies.
- Undertake supervisory responsibilities as required, including line management responsibilities, day to day support for Team Leaders, or directly supporting and developing team members.
- Carry out all other roles or tasks that are consistent with the level of this post, or that fall within the broad spirit or scope and purpose of the role supporting the delivery of the Revenues and Benefits service in a timely and effective manner.

#### Internal Relationships

Head of Revenues and Benefits  
Revenues and Benefits Management Team and colleagues  
PSPSL colleagues

#### External Relationships

Client Council departments  
Other stakeholders.

### Person Specification & Selection Criteria

Essential (E) or  
Desirable (D)

Application (A)  
Interview (I)  
Presentation (P)

#### Qualifications

GCSE's at Grade C or above in Maths and English, or equivalent qualification.

E

A

IRRV Technician qualification in Revenues or Benefits

D

A

Relevant project or change management qualification

D

A



<b>Experience</b>		
Project or change management	E	A/I/P
Operational experience in a local authority, or similar, Revenues and Benefits service	D	A
Capita Academy Revenues and Benefits system	D	A
Experience of providing training	D	A
Knowledge and appreciation of current issues and challenges facing Revenues and Benefits services	D	A/I
Managing performance	D	A/I
<b>Skills &amp; Knowledge</b>		
Good organisational skills.	E	A/I/P
Excellent communication skills, in writing and verbal; clear, open and effective.	E	A/I
Analytical	E	A/P
Technical ability and understanding	E	A/I
Effective decision making	E	A/I/P
Able to motivate others	E	A/I
Can challenge constructively	E	A/I
Ability to meet tight deadlines	E	A/I/P
Takes ownership of actions	E	A
Understanding of project management methodology	E	A/I/P
Process Review and Redesign	E	A/I/P
Sound understanding of Risk Management	E	A/I/P
Understanding of local government	E	A/I
Awareness of service related national and local agendas and priorities	D	A/I
<b>Competencies &amp; Personal Attributes</b>		
Flexible approach to the role.	E	A/I
Willingness to learn new skills	E	A/I
Competent in a range of IT applications (e.g. Outlook, Word, Excel)	E	A/I/P
Ability to use own initiative and work as part of a team	E	A/I

- This post is subject to a satisfactory Basic Disclosure check.

**Essential requirements are those, without which, the post holder would not be able to fulfil the responsibilities of the role. Desirable requirements are those which would be useful for the post holder to possess and will be considered when more than one applicant meets the essential requirements**

<b>Author</b>	S Hammond	<b>Completion Date</b>	October 2019
<b>Version/Reason</b>	V1.0 Service Review	<b>Review Date</b>	October 2021