

Job Description



PSPS
Public Sector Partnership Services Ltd

Job Title	Revenues and Benefits Operations Manager	Post No	
Job Grade	8	Location	Manby / Spalding
Reports to	Head of Revenues and Benefits		
Responsible for	Budget	No	
	People	Yes	
	Estates/Facilities/Hardware	No	

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. The company provides a range of services including Human Resources & Payroll, Financial Services, ICT & Digital, Customer Contact, Revenues & Benefits and Health & Safety.

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, recovery and enforcement 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
- Debt Recovery
- Credit Control (sundry debtors)
- Housing Benefit Overpayment recovery
- Housing Benefit and Council Tax Support

The Operations Manager role is interchangeable between Revenues and Benefits, and through a number of direct reports is responsible for the operational management and performance of the service, providing clear guidance and direction which promotes and develops a culture of continuous improvement, compliance and efficiency.



The post holder will deputise for the Head of Revenues and Benefits as and when required.

The Operations Manager will provide strong, effective resource management and help to ensure the service is fit for purpose now and in the future.

The Revenues and Benefits service has main offices in both Manby and Spalding. Whilst the Operations Manager will be based at one of these locations, this is a dual site role, and there will be a requirement for regular travel to each site.

Summary of Key Accountabilities and Responsibilities

- Manage Revenues and Benefits day to day operational activities through effective leadership and line management.
- Deputise for the Head of Revenues and Benefits as and when required, including representation at internal and external meetings.
- People and performance management, leading and promoting a culture of continuous development and improvement.
- Timely and accurate translation of new or revised legislation, policy, guidance and system changes into operational practice and process, ensuring a fully compliant service.
- Contribute to service planning including development of comprehensive operational work plans to improve service performance.
- Ensure quality and accuracy of work that protects and maximises client Council income.
- Ensure accurate and timely completion of Revenues and Benefits statistical returns, including subsidy, management information and end of year processes.
- Play a key role in the Revenues and Benefits service transformation programme including planning and implementation of change.
- Identification and management of service risks.
- Review and development of Revenues and Benefits Policies.
- Undertake analysis, evaluation, and interpretation of complex data and information, including forecasting and modelling of change and effect, and production of high standard reports.
- Oversee quality and accuracy of the service's forms, literature and web content.
- Ensure professional, timely and accurate management of sensitive, complex or contentious cases, including complaints and FOI's.
- Build constructive relationships with colleagues, third parties, organisations and agencies as appropriate. Some attendance at external meetings will be required.
- Ensure service compliance with PSPS policies.
- 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 professional delivery of the Revenues and Benefits service in a timely and effective manner.

Internal Relationships	External Relationships
<ul style="list-style-type: none"> Revenues and Benefits Management Team Revenues and Benefits team members PSPS Senior Leadership Team and company colleagues. 	<ul style="list-style-type: none"> Client Council service departments and senior managers Elected Members DWP, JCP Rent Service Revenues and Benefit customers and representatives Other service and support stakeholders

Person Specification & Selection Criteria	Essential (E) or Desirable (D)	Application (A) Interview (I) Presentation (P)
Qualifications		
IRRV qualification	D	A
A relevant Management qualification	D	A
Experience		
Significant experience working in a local authority (or similar) Revenues and Benefits Service environment.	E	A
Leading multi-disciplined teams, demonstrating strong people management skills.	E	A/I
Data analysis, modelling and forecasting	E	A/I
Working successfully with a wide range of stakeholders	E	A/I
Identifying and managing risk	D	A/I
Change management	E	A/I
Dealing with difficult situations	E	A/I
Current experience of Capita One processing system	D	A
Skills & Knowledge		
Extensive technical, IT, legislative and specialist knowledge in a Revenues and Benefits environment	E	A/I
Negotiation, influencing and persuasion skills	E	A/I
Performance management	E	A/I
Experience delivering innovative solutions to improve service delivery	D	A/I
Strong leadership and organisational skills	E	A/I
Able to operate in a complex and changing service environment.	E	A/I
Able to analyse complex data and draw conclusions.	E	A/I
Able to produce high standard reports and information, and present to a range of audience	E	A/I
Excellent IT skills.	E	A/I
Competencies & Personal Attributes		
Excellent communication skills	E	A/I
Decisive.	E	A/I

Able to see 'the bigger picture'	E	A/I
Strong team player	E	A/I
Able to challenge constructively	E	A/I
Able to work accurately to deadlines, whilst under pressure	E	A/I
Enthusiastic and highly motivated	E	A/I
Builds positive and effective working relationships	E	A/I
Full valid driving licence	E	A

- 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

Author	Head of Revenues and Benefits	Completion Date	June 2020
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