

Job Description

HR65

Job Title Senior Operations Manager		Directorate Finance and Transformation	
JE Ref No. 11122491	Band Band J	Service Area / Organisation Revenues and Benefits Service	Work base / Service area location Sandwell Council House
Responsible to Revenues and Benefits Manager	Contacts Such contacts within and outside the Council as are necessary to discharge the responsibilities of the post.	Persons responsible for: <i>(May be presented in the form of an organisation chart)</i> Attach separate sheet See attached Organisation Chart	
		Special conditions Approver: None/I-procurement Order and Receipt/I-procurement Order and Approve	
Working hours 37 hours per week The Council's flexible working hours scheme will apply		Work style SMART	Conditions of Service NJC / Soulbury / Other

This job description is a guide to the work you will initially be required to undertake. It may be reviewed from time to time to meet changing circumstances.

Job Summary

To manage, lead and develop Operational Teams within the Service.

Responsible for developing and setting strategies and policies for the Service.

Responsible for planning and overseeing Revenues and Benefits operational performance in line with the framework of legislation, best practice and local policy.

Set policy relating to Revenues and Benefits ensuring that Council Members and stakeholders are consulted and that reports are presented to Cabinet.

Your current duties and responsibilities are:-

1. Provide effective leadership to all operational teams within Revenues and Benefits making sure that the Council's performance management framework is consistently implemented and providing advice, support and guidance to others.
2. Directly manage the performance of all operational teams, ensuring performance indicators are met and customer enquiries through the various access channels are answered within targets set.
3. Plan, develop, agree objectives and improvement targets through the business planning process. And monitor progress against these to ensure expended outcomes are delivered.
4. Management of the Revenues and Benefits Service budget, ensuring that annual expenditure is within the agreed levels and that a value for money service is being provided.
5. Develop and set specifications for external contracts for the provision of various services to Revenues and Benefits.
6. Monitor, review and take action to improve performance including maximisation of collection rates for Council Tax, Non Domestic Rates, benefit overpayments and General Debt.
7. Ensure effective administration of Council Tax, Non Domestic Rates, Housing Benefit, Council Tax Reduction, Local Welfare provision and General Debt accounts so that prompt billing, payment, recovery and management of aged debt is carried out including recommendation for write off where a case is considered to be a bad debt.
8. To ensure policies, service level agreements and service standard agreements are relevant and regularly

reviewed, including, liaison with external and internal stakeholders and regular liaison with all stakeholders and service providers.

9. Focus on challenging and advising Team Managers and Supervisors in the delivery of service improvement through a rigorous performance management approach and promotion of excellent service delivery.
10. Deputise for the Revenues & Benefits Service Manager.
11. Represent Revenues & Benefits as appropriate at internal and external meetings.
12. The drafting of complex Cabinet reports and attendance at Cabinet meetings as necessary.
13. Effectively, publicise and market the Revenues and Benefits Service.
14. Responsible for increasing the level of benefit take up and direct debit payers for Council Tax, Non Domestic Rates and General Debt.
15. Provide expert and professional advice to the Revenues and Benefits Manager, Executive Director of Finance and Transformation and Members within the scope of the post holders responsibilities and experience.
16. Responsible for workforce planning across the operational teams in order to ensure we understanding future requirements for service delivery.
17. Drive the Business Units responsibilities for registering, responding to and monitoring customer complaints and feedback, providing regular reports on progress, identifying areas for improvement and feeding back to the Revenues and Benefits Manager and Members.
18. To identify opportunities for efficiency savings and income generation and to work with operational team managers to ensure these are realised.
19. To ensure the Quality Strategy is implemented across all services areas in order to reduce errors and identify improvements.
20. To ensure the service keeps abreast of and complies with relevant legislation.
21. To ensure the training plan for the service is delivered.