

Job Description

Shared Services Monitoring Officer

Final

Date: 27/04/2018

POST: Shared Services Monitoring Officer

SERVICE: Revenues & Benefits

SECTION:

BAND: 8

REPORTS TO: Revenues & Benefits Operational Manager

RESPONSIBLE FOR: Senior Systems and Controls Officer
Systems and Controls Officers
Systems and Controls Assistants

TYPE: 1) Hot desking or Agile/Mobile Working

All Council posts are subject to National Joint Council (NJC) conditions of service.

Basildon Borough Council is committed to safeguarding and promoting the welfare of children and adults, and expects all employees, contractors and volunteers to share its commitment to prevent abuse, harm or exploitation.

Please note that the Council applies a robust recruitment vetting process.

Please note that this post is subject to Department of Works and Pensions (DWP), Protection of National Infrastructure conditions, which means that the post holder will be required to undergo further vetting processes to ensure compliance.

Please note that this post will require a standard Disclosure and Barring Certificate.

MAIN PURPOSE

The purpose of this post is the management of the Revenues and Benefits budgets across the Shared Service, ensuring all budgets and grants are handled as promptly and accurately as possible.

GENERAL INFORMATION

The Revenues and Benefits Service administers the billing and collection of Council Tax, Business Rates liabilities and corporate debt, the assessment of Housing Benefit and the Local Council Tax Support (LCTS) scheme. The Service is responsible for ensuring that benefits are paid timely and accurately and that the tax base is protected.

The post holder manages the Shared Service's budgets and grants, these functions also involve liaison with senior staff throughout the Revenues and Benefits shared service whilst seeking constant improvement in the service through efficiencies and financial challenge processes.

All staff must be mindful of potential fraud and that suspected irregularities are referred for investigation in all cases.

A common factor in Revenues and Benefits services is that any member of staff may be called upon to act as a witness in proceedings in courts or tribunals to give factual evidence.

DUTIES

1. Oversee the day-to-day operation of budgets and grants across the Revenues & Benefits Shared Service, whilst seeking to promote efficiency and continuous improvement.
2. Management and Development of staff in line with corporate guidelines and procedures, including regular 121's, appraisals, staff meetings, identify training needs and performance management.
3. Liaise with the DWP, DCLG, ECC and CAB in respect of grants and returns, ensuring they meet budget requirements and deadlines.
4. To be responsible for ensuring that over £3m in shared services Revenues & Benefits budgets are monitored, balanced and reported on.
5. Meeting with Accountants monthly to complete the budgetary monitoring process and prepare for senior management agreement.
6. To prepare budgets in consultation with managers and senior staff and to monitor expenditure against approved budgets, reporting variations to senior managers.
7. To keep accurate, up to date information on establishment lists, salaries and other related costs relevant to Revenues & Benefits staff. Ensure that quarterly meetings with HR/OD take place and all staffing information reconciles back to iTrent.
8. To identify instances where virements between budgets may be appropriate and in consultation with senior managers, to seek approvals from authorised finance officers.
9. Ensure that the procurement of goods, equipment and services is undertaken in accordance with financial regulations.
10. Ensure that all financial controls are balanced and reconciled by the team, escalating any issues with recommendations to senior management.
11. Manage the Direct Debit process ensuring that the process is carried out timely and in accordance with BACS legislation.
12. Ensure that all Benefit payment runs are made timely, are balanced and that outputs are actioned accordingly.

13. Ensure that refunds are balanced to systems, are actioned in accordance with procedure and appropriately authorised.
14. Liaise with equipment and service suppliers in relation to delivery and maintenance of equipment and services, liaising with the Senior Systems and Controls Officer in respect of IT systems.
15. Assist in the implementation of the annual and interim billing processes, seeking to resolve any process or systems issues by liaising with the appropriate officers or external sources.
16. To keep performance statistics, taking steps to remedy any adverse trends and reporting variations to the Revenues & Benefits Operations Manager.
17. Ensure that management and exception reports are monitored and acted upon.
18. To liaise with all internal and external partners as required.
19. Undertake all the duties within the framework of Equal Opportunities.
20. Any other duties appropriate to the post: These other duties must be equivalent to or below the salary and status of the role and, where appropriate, under the Equality Act 2010, due consideration must be given to any employees with a "protected characteristic".
21. You must cooperate in all matters relating to Health and Safety and implement all procedures for your job role. The identification of Health and Safety related risks within the working environment must be highlighted to your management.

PERSON SPECIFICATION

Position Title:	Shared Services Monitoring Officer	Date Prepared:	27/04/2018
Department:	Revenues & Benefits	Band:	8

AF= Application Form	I = Interview	T= Test
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	REQUIREMENTS	Essential	Desirable	Assessed
1.	EXPERIENCE AND KNOWLEDGE			
1.1	Experience of working in a supervisory role in a busy Revenues and Benefits Section or in an equivalent environment	✓		AF/I
1.2	Experience in team leadership, in a climate of legislative and organisational change	✓		AF/I
1.3	Experience of and strong understanding of performance management and the meeting of targets	✓		AF/I/T
1.4	Experience of managing people demonstrating good communication, management and interpersonal skills	✓		AF/I/T
1.5	Experience of managing resources, including the effective use of Information systems, to achieve results	✓		AF/I/T
2.	COMPETENCIES			
	LEADING AND SUPERVISING			
1.2	<ul style="list-style-type: none"> a) Provides others with clear direction b) Sets appropriate standards of behaviour c) Delegates work appropriately and fairly d) Motivates and empowers others e) Provides staff with development opportunities and coaching f) Recruits staff of a high calibre 	✓		AF/I
	ADHERING TO PRINCIPLES AND VALUES			
2.2	<ul style="list-style-type: none"> a) Upholds ethics and values b) Demonstrates integrity c) Promotes and defends equal opportunities, builds diverse teams Encourages organisational and individual responsibility towards the community and the environment	✓		AF/I
	PERSUADING AND INFLUENCING			
3.2	<ul style="list-style-type: none"> a) Makes a strong personal impression on others b) Gains clear agreement and commitment from others by persuading, convincing and negotiating 	✓		AF/I

	REQUIREMENTS	Essential	Desirable	Assessed
	<ul style="list-style-type: none"> c) Promotes ideas on behalf of self or others d) Makes effective use of political processes to influence and persuade others 			
4.2	<p>APPLYING EXPERTISE AND TECHNOLOGY</p> <ul style="list-style-type: none"> a) Applies specialist and detailed technical expertise b) Develops job knowledge and expertise through continual professional development c) Shares expertise and knowledge with others d) Uses technology to achieve work objectives e) Demonstrates appropriate physical co-ordination and endurance, manual skill, spatial awareness and dexterity f) Demonstrates an understanding of different organisational departments and functions 	✓		AF/I
6.2	<p>DELIVERY RESULTS AND MEETING CUSTOMER EXPECTATIONS</p> <ul style="list-style-type: none"> a) Focuses on customer needs and satisfaction b) Sets high standards for quality and quantity c) Monitors and maintains quality and productivity d) Works in a systematic, methodical and orderly way e) Consistently achieves project goals 	✓		AF/I
7.2	<p>COPING WITH PRESSURES AND SETBACKS</p> <ul style="list-style-type: none"> a) Works productively in a high pressure environment b) Keeps emotions under control during difficult situations c) Balances the demands of work life and personal life d) Maintains a positive outlook at work e) Handles criticism well and learns from it 	✓		AF/I
3	EDUCATION AND TRAINING			
3.1	IRRV qualified/member or other relevant qualification and evidence of continuing professional development	✓		AF/I
3.2	Trained in Revenues and Benefits law & practice	✓		AF/I