



ROLE PROFILE

Role Title:	Revenues & Benefits Systems & Compliance Lead Officer
Service:	Revenues & Benefits
Directorate:	Finance and Corporate Resources
Accountable to:	Revenues & Benefits Manager
Grade:	PO2
Car Category:	Casual
Work Style:	Flexible Office Based Worker

Purpose of role

- To lead in maintaining a high performing, high quality service, by ensuring configuration of the Revenues & Benefits applications to ensure they remain fully functional, stable and optimised for service delivery.
- To identify legislative, regulatory, and policy changes, and implement & monitor these within systems to ensure ongoing compliance and accurate processing.
- Work closely with software suppliers, ICT teams, and service managers to resolve system issues, test upgrades, and support planned improvements.
- Lead on system updates, patches, and releases, ensuring changes are tested, documented, and communicated effectively to operational teams.
- Provide specialist advice and technical support to staff using Revenues & Benefits systems, including trouble shooting, guidance, and training.
- To develop & maintain an understanding of internal business priorities and work in collaboration with all levels of officers and third party suppliers to deliver new ways of working that are data driven and digital



1st by design, allowing business change to be customer focussed, efficient, effective and sustainable.

- To work closely with the designated Project Manager, within the Business Transformation and Change service, to ensure that any ICT requirements across the Our Futures Transformation programme in relation to Revenues & Benefits Services are developed and delivered in line with the project objectives.

Key Objectives

1	To lead in maximising income payable to the Borough Council by devising and implementing adequate financial systems and procedures.
2	To be the Single Point of Contact (SPOC) with the Revenues and Benefits Service in all matters related to system and technical issues affecting the Revenues and Benefits function.
3	To lead on testing and release of changes to multiple platforms, and general infrastructure of the Revenues and Benefits Section, in liaison with the Revenues & Benefits Manager and ICT Service where necessary.
4	Under the direction of the Revenues Manager to lead on all Year End annual update processes in preparing for and carrying out Year End annual bulk processes including liaison with internal stakeholders, external print suppliers and software providers. This will include working out of normal office hours to ensure the successful delivery of a critical statutory function.
5	To work out of hours as and when required to maintain and update the various Revenues & benefits platforms in liaison with external stakeholders and ICT Services to maintain business continuity.
6	To be the lead officer representing the Council at systems user groups, building and maintain strong working relationships with partners and other service users.
7	To lead and drive the implementation and improvement of digital transformation changes within the Revenues and Benefits Service as directed by the Revenues and Benefits Manager to improve customer, user and business outcomes.



8	To identify and be responsible for the production of all necessary and relevant management information to support service delivery and service improvements.
9	To be responsible for overseeing the control of the generation and control of weekly system reconciliations in respect of the Revenues and Benefits functions.
10	To analyse system performance, identify risks or inefficiencies, and recommend improvements that enhance user experience and service outcomes.
11	To liaise with Internal and External Stakeholders as appropriate to post.
12	To be the lead officer responsible for the design and amendment of claim forms, publicity material, information published on the Council's website and other stationery to plain English Standards.
13	To lead on the development and implementation of all Learning and Development requirements within the Revenues and Benefits Function. Providing specialist advice and technical support to staff using Revenues & Benefits systems, including troubleshooting, guidance and training where required.
14	To lead on the creation and upkeep of clear, accurate working instructions in collaboration with stakeholders, ensuring the wider teams are well informed and supported in their roles.
15	To drive and control staff training requirements and the analysis of training needs and to introduce and maintain a comprehensive recording system of staff training requirements.
16	To be responsible for producing reports that support decision making, monthly performance monitoring, and statutory returns.
17	Ensure compliance with data protection, information security, and audit requirements across all system activities.
18	Collaborate with service leads across the Council to understand operational needs ensuring consistency of approach and improved service to residents and businesses. Translate them into system functionality or configuration changes.
19	To be responsible for data integrity through regular checks, reconciliations, and quality assurance activities to ensure accurate billing, benefit assessments, and reporting.



Scope

The post holder will perform a pivotal role in developing and strengthening the service delivery within the Revenues and Benefits Service who are responsible for delivering the statutory Local Taxation (Council Tax and NNDR), Housing Benefits and Council Tax Support, Council Tax Support Fraud investigation, for the Council and maintaining and developing core computer systems to assist in achieving these functions.

In doing so the post holder will take a proactive role focusing on maintaining system functionality, implementing legislative updates, and supporting officers who use the systems to deliver services to residents and businesses. Working with the public and assisting the Revenues & Benefits Service and Customer Services to work collaboratively across the whole organisation and with Elected Members, all levels of staff and with external partners and other organisations.

The post holder will be required to develop an in depth understanding of the end-to-end processes across the multiple platforms within the Revenues and Benefits service.

Work Profile

1. Strategy

The post holder will lead on the development and delivery of the Revenues & Benefits systems and is a member of the Revenues and Benefits Service and as such, will contribute to the delivery of the service objectives which will support the wider Corporate Plan.

2. Performance

The post holder will process all work in compliance with relevant regulation, legislation, best practice and within relevant internal performance targets.

The post holder will be responsible for delivering consistently high performance by keeping Revenues & Benefits system accurate, compliant and fully operational. This includes responding quickly to system issues, ensuring legislative changes are implemented on time, and maintaining strong data quality across all processes. They will play a key role in supporting business continuity by ensuring systems remain resilient, risks to the service delivery are identified early, and appropriate controls or contingency measures are put in place. The post holder will be proactive in identifying opportunities for



improvement, confident in supporting colleagues who rely on the systems, and committed to ensuring the service runs efficiently for residents and businesses.

They will be reliable under pressure, have attention to detail and a focus on achieving the best possible outcome for users and customers.

3. Service Quality

The post holder will be aware of and is expected to comply with all the policies and procedures of the Revenues and Benefits Service.

To acquire a full understanding of the duties and the responsibilities contained within relevant Regulations, appropriate guidance and best practice and to keep that knowledge up to date.

To process all work in compliance with relevant regulation, best practice and within relevant internal and external performance targets.

To read and interpret all existing and changes to relevant legislation and good practice and to arrange provision of any necessary training, changes to IT and to any operational procedures.

To develop and monitor and ensure processes are in place to accurately produce Management information and provide robust audit trails for statutory returns and assist the Revenues and Benefits Managers in completing the returns in accordance with the relevant guidelines and timetables.

To maintain accurate audit trails for all management information systems.

To develop comprehensive procedures covering the work of the section.

Responsible for ensuring that all duties and responsibilities comply with all statutory requirements and with Standing Orders and Financial Regulations.

To ensure that all personal information obtained, whether verbal or written remains strictly confidential in accordance with relevant Council Policies.

Responsible for ensuring that all duties and responsibilities comply with all statutory requirements and with Standing Orders and Financial Regulations.



4. Resource Management

The post holder has direct line management responsibility for posts and indirect line management responsibility for additional staff.

The post holder will ensure the appropriate use of vehicles, equipment and personal protective equipment provided to them, in order to undertake their own role.

5. Supervision and Management

The post holder has direct line management responsibility for a small team including Technical Compliance Specialist, and Systems & Compliance Support Officer and indirect responsibility for additional staff.

6. Culture

The post holder will support the development of a positive organisational culture that is outward looking, evidence based and customer focused.

The post holder will promote equality of opportunity in the delivery of the duties of the role.

7. Communications

The post holder will closely liaise with other services and partners as appropriate, to ensure that the Council is able to respond effectively and efficiently to customers.

They will promote the service through demonstrable commitment to high quality, excellent standards.

They will provide progress reports at agreed intervals, to the Revenues & Benefits Manager, Assistant Director of Corporate & Customer Services, Director of Finance & Resources as appropriate, detailing progress, risks to success and next steps.

The post holder will be expected to communicate professionally and effectively with those contacting the service.

The post holder will be expected to translate technical changes into clear, accessible guidance for colleagues, and work collaboratively across teams to support smooth service delivery.



8. Main Contacts Associated with Principal Duties

The main day to day contacts for the post holder will be their immediate team, service and team managers, and customers. They may also handle calls and written contact from other parties and external organisations.

The postholder may on occasion be in contact with Directors, Assistant Directors, Service Managers and their teams to develop and agree improvements to services to support residents and businesses.

They will also be in contact with Human Resources.

9. Commitment

The Council's normal working week for the purposes of calculation of premium rates and enhancements is Monday to Friday 7 am to 7 pm. The Council operates a standard working week of 36 hours.

The post holder will need to be available for weekend/out of hours working which may include bank holidays.

10. Risk Management

The post holder will identify any risks that they encounter during the execution of their role and provide recommendations for mitigating action. They will be expected to lead on implementing the actions required to manage the risk effectively.

They will evaluate the effectiveness of the Council's operations and systems in managing risks to the achievement of objectives

The post holder will identify any risks relating to standards of customer service standards and service delivery and where possible/reasonable suggest recommendations for mitigating action. They may be asked to lead on implementing the actions in relation to their level of responsibility to manage the risk effectively. The post holder will also be expected to identify any other operational or compliance risks during the execution of their role and report these to the Revenues & Benefits Manager appropriately.

11. Working conditions

The post is categorised as a Flexible Office Based Worker.



The post holder may be in contact with members of the public or cases that are difficult and require sensitivity, confidentiality and discretion. They will be in receipt of sensitive data and information in the course of carrying out their duties and will be expected to fully comply with legal requirements and Council policy, in the handling of this.

12. Equal Opportunities

The Council is committed to achieving equality of opportunity both in the delivery of services to the community and its employment arrangements. We expect all employees to understand and promote our policies in their work.

13. Customer Focus

The post holder is expected to meet the Council's Standards of Customer Care at all times.

14. Core Tasks

The post holder will be expected to undertake any other duties which may be required within the needs of the service that are commensurate with the grade.

15. Health & Safety

All employees have a responsibility for their own health & safety and that of others while undertaking their duties. Employees have a general duty to assist the Council in implementing its general statement on health & safety policy.

16. Legislation

The post holder is expected to comply with Data Protection legislation and all other relevant and applicable statutory legislation together with Council policies and procedures.

17. Training & Development

The post holder is expected to comply with the Council's policies and practices relating to training and development, including a regular development appraisal.

18. I.T.

The post holder is expected to comply with the Council's policies and practices relating to use of I.T. and equipment.



19. Creativity

The post holder is expected to generate ideas and concepts relating to service improvements for system users and customers and businesses. They will be expected to be proactive in identifying opportunities for system enhancements, challenging established practices where appropriate, and ensuring any new ideas are compliant and efficient to ensure the system remains accurate and aligned with Council objectives.

20. Decisions and Consequences

The post holder will be expected to make decisions in relation to the day-to-day operation of the Revenues and Benefits IT systems and processes. They will generate ideas, suggestions and solutions for consideration by the Revenues and Benefits Managers and the Assistant Director.

They will be at the forefront of digital transformation within the Revenues and benefits service.

21. Work Context

The post holder will perform a pivotal role in developing and strengthening the Revenues and Benefits Service to enable them to deliver their service functions and objectives. They will take a proactive role in identifying and implementing improvements and digital transformation within the service. In doing so they will work collaboratively with Internal and external stakeholders including software supplier and ICT services.

The above duties and responsibilities do not include or define all tasks, which may be required to be undertaken by the post holder. The duties and responsibilities may vary without changing the general character of the duties or the level of responsibility entailed. These factors are reflected in the grading of the post.

22. Physical Demands

It is not anticipated that there would be any physical demands of the job over and above those expected for office-based work.

23. Environmental Improvement

The Council is committed to improving the environment, including climate change, both within the council through its delivery of services and management of sites and in the borough through its influence. We expect all



employees to understand and enact positive environmental change within their role.



PERSON SPECIFICATION

In this section the Skills, Knowledge, Qualification and Competency requirements to perform the role to a satisfactory standard are set out. The extent, nature and level of the role holder's knowledge and skills should be specified.

PERSON SPECIFICATION	Examples specific to role	Required		Method of Assessment Application (A) Interview (I), Testing (T), Reference (R)
		Essential	Desirable	
SKILLS AND KNOWLEDGE Technical knowledge and qualifications	Maintain a comprehensive knowledge of relevant legislation, guidance and policy relating to Council Tax, NNDR & Housing Benefits	X		A, I, T
	Ability to interpret the above and provide relevant formal and informal training for all levels of staff	X		A, I
	Ability to draft detailed reports for senior management/Committee	X		A, I
	Possess and maintain a high level of computer literacy	X		A, I
	Ability to draft comprehensive procedure notes and maintain these in a controlled manner	X		A, I, T
	Ability to work as part of a busy Team in a senior capacity and contribute to achieving the targets and goals set	X		A, I
	Have experience of providing formal & informal training to staff of all levels		X	A, I, R



	Experience of working in a Revenues and Benefits environment	X		A
	Hold the IRRV Technician qualification in Revenues, or an appropriate qualification of at least the same level		X	A
	Experience of producing statistical reports/information to understand/monitor service delivery, identify improvements to support key performance indicators	X		A, I, T
	Highly motivated with the confidence & drive to work on own initiative, often under pressure in a high risk, critical business service environment	X		A, I
	Proficient in ICT and other related software/systems/administration packages	X		A, I
Planning and organising work	Methodical and well organised, with a commitment to providing a quality service	X		A, I
	Excellent administration skills with a high level of attention to detail	X		A, I
	Highly developed ability to identify, prioritise and manage tasks with conflicting priorities	X		A, I
	Ability to handle confidential information	X		A, I



	High degree of initiative, creativity and enthusiasm to work efficiently on numerous activities simultaneously	X		A, I
	Ability to plan for long term projects and deliverables	X		A, I
Planning capacity and resources	Able to work flexibly including working outside normal hours at busy periods	X		I
	Able to effectively plan & co-ordinate staff resources to ensure ongoing service provision and resilience	X		A, I, T
	Ability to plan for long-term projects & deliverables	X		A, I
	Ability to deliver deadlines involving frequently changing circumstances and conflicting priorities	X		A, I
Influencing and interpersonal skills	Able to successfully demonstrate strong interpersonal and management skills	X		A, I
	Excellent communication, negotiation and influencing skills	X		A, I
	Ability to lead a team with a flexible approach	X		A, I
	Ability to deal with difficult situations and diffuse conflict	X		A, I
	A professional and courteous disposition, with the ability to remain calm under pressure	X		A, I



	Able to engage with a range of internal and external stakeholders in the production of reports, information and communication to ensure that issues are resolved effectively	X		A, I
PROBLEM-SOLVING	Enthusiastic and positive attitude	X		A, I
Using initiative to overcome problems	Ability to identify and implement solutions to issues and be a champion of change	X		A, I, T
Managing risk	Able to identify and report any risks associated with service delivery and improving services	X		A, I
	Ability to identify, recommend and manage mitigating measures to minimise risks	X		A, I, T
	Maintains accurate records and documentation to support audit and compliance requirements	X		A, I
Managing change	Able to lead and promote change with a resilient and positive attitude to others	X		A, I
	Ability to review service performance and drive continuous improvements through implementation of changes on a regular basis	X		A, I, T
	Lead on implementing new technologies to support service delivery and organisational change	X		A, I, T
	Ensure system upgrades, patches and improvements are actioned accordingly	X		A, I



ACCOUNTABILITY and RESPONSIBILITY Undertakes tasks without supervision	Able to work independently and take ownership of key responsibilities of the post	X		A, I
	Ability and commitment to work as part of a team	X		A, I
	Requirement to work unsocial hours of a weekend and evenings in accordance with system upgrades to avoid minimal disruption to services	X		A, I
Other	Commitment to Equality	X		A, I
	Commitment to Health & Safety	X		A, I
	Satisfactory Baseline Personnel Security Standard Check	X		Document Checks (includes Basic DBS)
	The ability to fulfil all spoken aspects of the role with confidence through the medium of English language. This includes the ability to converse with ease with customers and colleagues and provide advice in accurate spoken English	X		I
	Full Driving Licence and access to vehicle	X		A
	Commitment to Environment	X		A, I

COMPETENCIES REQUIRED – All post holders must be able to comply with the Council's Expected Behavioural Standards which include:

- Putting customers first;
- Being positive and adaptable;
- Taking responsibility and achieving results;
- Working together;
- We do what we say we will do when we say we will do it.



In addition, for those posts with management responsibilities the Expected Behavioural Standards will include:

- Service delivery and change management;
- Financial and resource management;
- Leading, motivating and developing.

Other information

- able to travel to meet service delivery requirements
- available to undertake work outside of normal working hours

Signed Line Manager	Signed Head of Service	
Print Line Manager	Print Head of Service	Date