

Waverley is an ambitious authority, committed to being one of the leading Councils in the country at a time of major change by developing a high performing, highly engaged staff team to share the organisation's values and deliver our corporate objectives.

JOB DESCRIPTION	
<b>Job title:</b>	<b>Technical Team Leader</b>
<b>Service:</b>	Finance & Property
<b>Team:</b>	Revenue & Benefits
<b>Location:</b>	The Burys, Godalming, Surrey, GU7 1HR
<b>Reporting to:</b>	The Revenue & Benefit Manager
<b>Responsible for:</b>	Revenue Technical Officer
OUR ORGANISATIONAL VALUES	
<b>Openness</b>	In Waverley we value <b>openness and honesty</b> where <b>communication</b> is <b>clear and constructive</b> and actions are <b>transparent</b> .
<b>Excellence</b>	In Waverley we value <b>excellence</b> , working in a <b>consistent</b> and <b>professional</b> way to achieve the highest standards possible, taking the time to recognise and <b>celebrate success</b> .
<b>Fairness</b>	In Waverley we value <b>fairness and respect</b> , working with <b>integrity</b> to ensure that everyone is treated well and has <b>equal access</b> to the <b>opportunities</b> available.
<b>Team Work</b>	In Waverley we value <b>team work and collaboration</b> , with <b>approachable</b> staff <b>actively contributing</b> to our shared corporate goals.
<b>Taking Ownership</b>	In Waverley we value taking <b>ownership</b> , where everyone feels <b>personally committed</b> to issues at hand and is working towards a <b>positive outcome</b> .
PRINCIPAL PURPOSE OF THE ROLE	
<ul style="list-style-type: none"> <li>Through maintaining and developing key computer systems, enable and support the Revenue and Benefit Teams to achieve the purpose(s) of:            "Providing effective advice and assessing benefits accurately, to the right person, for the right amount, at the right time."            and            "Give me a quick bill that's accurate, simple and easy to pay, and if needed, help me get back on track and regain control of my payments."</li> <li>Work responsively and collaboratively within both teams, using team principles.</li> </ul>	

## MAIN DUTIES AND ACCOUNTABILITIES

- Be responsive and flexible to customer demand.
- Take personal responsibility to problem-solve in the work.
- Be conscious of the customer journey and highlight where processes could be improved.
- Ensure optimum functionality of the core systems across both teams at all times and regularly attend user groups.
- Work with Revenue Officers and Benefit Assessment Officers to understand the impact of system errors and pursue through to resolution, including showing assertiveness when dealing with software suppliers.
- Test system releases, patches and bug fixes, ensuring any changes to functionality are communicated and demonstrated within the teams.
- Proactively analyse and review the needs of the service and look for opportunities in the development of computer systems and advancements in technology in order to enable efficient and innovative service delivery.
- Update the system in preparation for changes in legislation, ensuring any changes to functionality are communicated and demonstrated within the teams.
- Import any changes to the Revenue and Benefit forms and letters into DIPS and test functionality.
- Be responsible for maintaining, developing and delivering training material on the system in conjunction with the Revenue Team Leader and Benefit Team Leader.
- Carry out the year end process.
- Support the Revenue & Benefit Manager in completing government returns.
- Carry out payments runs as necessary
- Carry out system administration such as:
  - The running of reports in order to assist the Revenue & Benefit Manager, Revenue Team Leader and Benefit Team Leader;
  - Act as liaison with the DWP to provide data such as SHBE and HBRF, and the HCLG to provide data such as Business Rates and QRC returns.
  - Set up staff on CIS, EAS and all other systems.
  - Administer other systems such as Ovaltech, Victor and PGP.
- Take responsibility for:
  - 121s;
  - Appraisals;
  - Leave requests;
  - RTW interviews and managing team sickness;

- Coaching, training, and personal development of the team, including new staff members;
- Managing poor performance;
- Managing temporary members of staff;
- Attending Revenue and Benefit team meetings;
- Contribute to the management and development of the team as part of the management team;
- Where necessary, in the absence of the Revenue Technical Officer, provide cover for essential duties;
- Where necessary, in the absence of the Benefit Team Leader or Revenue Team Leader, provide cover for essential duties;
- Where necessary, in the absence of the Revenue & Benefit Manager, provide cover for essential duties;
- Playing a role on interview panels both within the team and in the broader organisation.

### **Business Continuity**

Play a pivotal role in business continuity planning and should the need arise assist in ensuring business recovery of key service provision in a 24 hour window.

### **Health and Safety**

Comply with all Health and safety legislation for your area of work, ensuring that risks are identified, managed and monitored as required.

## **DIMENSIONS OF THE ROLE**

- Manage 1 member of staff
- Dealing with approximately 6 releases and 12 patches per annum.
- Provide technical support to two extremely busy customer-focused teams.
- Support the Revenue & Benefit Manager in submitting government returns.
- Support systems to collect around £80,000,000 in Council Tax and £36,000,000 Business Rates and pay out in the region of £30,000,000 in benefits in a year

## **AREAS OF ACCOUNTABILITY/PROBLEM SOLVING – DECISION MAKING / SCOPE FOR IMPACT**

- Act as the expert on all Revenue and Benefit systems, and liaise directly with providers for support.
- Accountable for developing a range of computer systems in order to deliver a high-performing, customer-centred service.
- Responsible for developing systems to allow the team to problem-solve and improve service delivery as a team.
- Accountable for running reports and correcting data in order for the Revenue & Benefit Manager to correctly submit government returns.
- Accountable for updating parameters to correctly assess the new year's liability for approximately 54,000 domestic accounts and 4,000 business accounts, and benefit award for approximately 6700 claims.
- Manager of the Revenue Technical Officer.

## PLANNING/ORGANISING/CONTROLLING

- Taking responsibility to manage their own time, conflicting demands and pressures in order to ensure they can prioritise supporting service delivery.
- Strike the correct balance between solving presenting system problems and looking for future development opportunities.

## CUSTOMERS AND CONTACTS

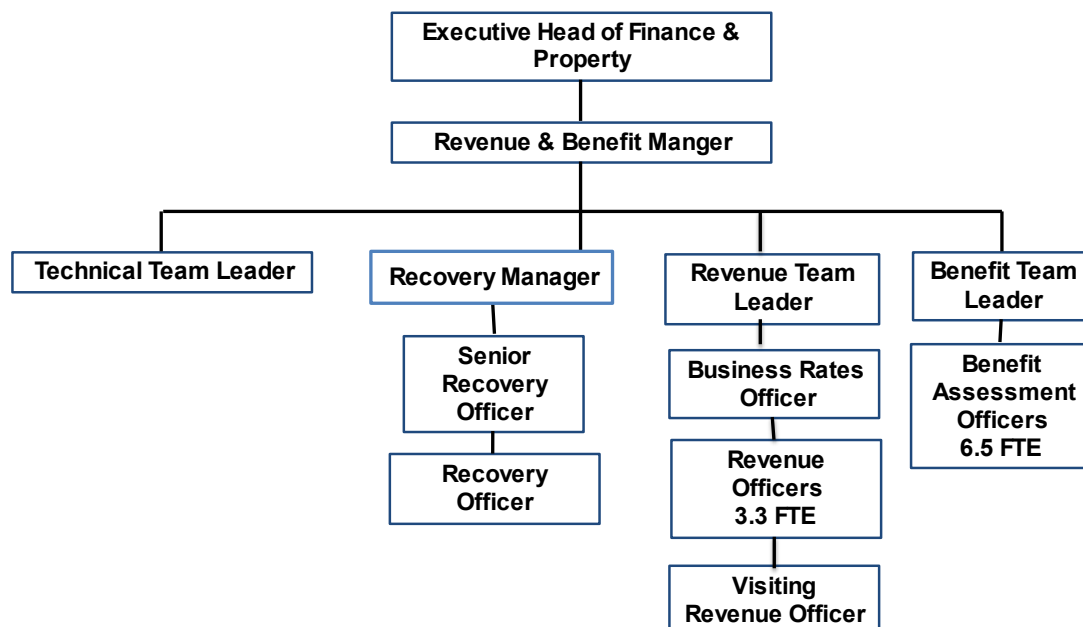
### INTERNAL

- Staff in other sections of Waverley Borough Council.

### EXTERNAL

- Members of the public and/or their representatives;
- All services within the DWP;
- Inland Revenue;
- Landlords, including private and Housing Associations;
- The Valuation Office and Tribunal Service;
- Enforcement Agents and other collecting agencies:
- Court Officials;
- Police Officers;
- The Audit Commission;
- Voluntary bodies.

## SERVICE/TEAM STRUCTURE



## PERSON SPECIFICATION

Candidates must be able to demonstrate, giving examples, **all essential criteria** within their application form to be shortlisted for this role.

	PERSON SPECIFICATION			
	ESSENTIAL CRITERIA	HOW ASSESSED	DESIRABLE CRITERIA	HOW ASSESSED
<b>QUALIFICATIONS / EDUCATION / TRAINING / EXPERIENCE</b>	Good general education to GCSE level or equivalent	<b>C</b>	Experience of system administration within a Revenue and Benefit setting, preferably using the Civica system	
<b>KNOWLEDGE / TECHNICAL SKILLS</b>	Extensive and up to date technical knowledge and understanding of the Revenue and Benefit Service and legislation	<b>A/I</b>	Knowledge of Safeguarding	<b>A/I</b>
	In-depth conceptual knowledge of software systems	<b>A/I</b>		
	Ability to retrieve information and to create bespoke reports	<b>A/I</b>		
	Ability to learn and understand new systems and technology quickly	<b>A/I</b>		
<b>COMMUNICATION</b>	Excellent communication skills, able to explain complex information in everyday terms	<b>A/I</b>		
	Good, written and verbal presentation skills	<b>A/I</b>		
	Accurate spoken English is essential for the post	<b>A/I</b>		
<b>CUSTOMER SERVICE</b>	Champion and role-model putting the customer at the centre of the service	<b>A/I</b>		
	Understanding of and commitment to promoting equality and diversity in service delivery and	<b>A/I</b>		

	employment.			
<b>TEAM WORKING</b>	Work with a team to provide a quality service to customers	<b>A/I</b>		
<b>MANAGING SELF AND OTHERS</b>	Ability to manage staff tactfully and effectively to create a positive working and learning environment	<b>A/I</b>		
	Work with conflicting demands both at an individual and team level	<b>A/I</b>		
<b>CAN DO APPROACH / ACHIEVING RESULTS</b>	Proactive and flexible approach to problem solving	<b>A/I</b>		
	Work collaboratively with others to achieve positive outcomes	<b>A/I</b>		
<b>SPECIAL REQUIREMENTS</b>	For business continuity purposes you are required to have access to the internet at home via broadband on a PC, laptop or tablet.	<b>A</b>		

#### How assessed

A = Application CV/Personal Statement  
 C = Certificates/professional Registration  
 D = DBS police check  
 E = Exercise  
 I = Interview  
 M = Medical assessment

For Official Use only			
<b>Job title:</b>		<b>Post no:</b>	
<b>Service:</b>		<b>JE score:</b>	
<b>Team:</b>		<b>Pay band:</b>	6
<b>Location:</b>	The Burys Godalming, Surrey GU7 1HR	<b>Position type:</b> (if part time, working pattern)	Full time 37 Hours/ Five day week
<b>Competencies: (level 1 – 4)</b>	Communication:	<b>3</b>	
	Customer Service:	<b>3</b>	
	Team Working:	<b>3</b>	
	Managing Self and Others:	<b>3</b>	
	Can do approach/Results	<b>3</b>	
<b>REVIEWED BY:</b>		<b>DATE:</b>	
<b>CHECKED IN:</b>	Employee Services	<b>DATE:</b>	

LAST UPDATED:	Add date	DATE:	
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