

Group Head of Revenue and Benefits (Finance Operations)

JE Code: JE2149



We are dedicated, respectful, collaborative. We are Milton Keynes Council

Service	Revenue and Benefits (Finance Operations)
Reports to:	Director of Resources
Job Family	Strategic Leadership
Grade:	O
Political restricted	N
Date:	January 2021
JE Code:	JE2149

Key Deliverables

1.	To develop the Service Plan for the Shared Revenues and Benefits service on behalf of all partners and customers, reflecting agreed priorities, funding and performance requirements. The role has responsibility for ensuring that delegated budgets from partners and customers are delivered and that performance standards are met. The postholder is accountable to the R&B Lead Partner Board via the Director of Finance and Resources at MKC.
2.	To be strategically and operationally responsible for leading, motivating, directing and transforming the shared Revenue and Benefits service to achieve efficient and effective, performing services for our partners, customers and our internal customers and key stakeholders.
3.	Monitor and ensure delivery of all external contracts impacting on the service e.g. business rates consortium, business improvement districts, enforcement agents etc
4.	To ensure that appropriate and effective arrangements are in place for all Managed Budgets within the services span of control and that variations are identified early, action taken to address any material variations and that appropriate partners and customers are fully engaged in this process and subsequent decisions needed. Ensure the collection funds, tax bases and bad debt provisions across MKC and partners are managed adequately and effectively.
5.	Responsible for the provision of effective and efficient collection of Council Tax (including reviewing, updating and administering the CTRS schemes), Business rates and Housing Benefit Overpayments recovery for all partner and customer authorities.
6.	To manage the delivery of Housing Benefits, Discretionary Housing Payments, Local Welfare Provision in line with national and local rules and guidance in a timely and effective manner, whilst optimising the financial outcome for partners and customers.
7.	Responsible for the effective management of the Revenue and Benefits teams and budgets across multi sites. Developing teams and individuals through training, coaching/mentoring and robust performance management practices.
8.	Responsible for MKC's billing, collection and recovery of corporate debts and HRA rents and services charges for tenants and leaseholders.
9.	Lead on the efficient delivery of the Councils Blue Badge service for eligible residents in Milton Keynes.
10.	To ensure the effective and efficient management, and delivery of a stakeholder/customer outreach service in the take up and maximisation of benefit entitlement, of both local authority and civic service administered benefits including a review of future service needs to ensure that all resources are adequately planned for and managed.
11.	Provide a high standard of management to leaseholders and ensure that lease conditions are adhered to and statutory responsibilities to leaseholders are fulfilled.

12.	Ensure Right to Buy applications are processed in line with legislation so that tenants are able to exercise their Right to Buy
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The above is not an exhaustive list of tasks (which can change) instead the key objectives of the role are detail.

Essential Requirements (key skills, expertise & qualifications)

1.	Educated to a degree level or equivalent in a relevant subject, or by extensive experience.
2.	Qualified Accountant or an equivalent level of experience in the finance or the revenue and benefits field.
3.	In-depth national and specialist knowledge and understanding of Revenue and Benefits plus wider understanding of specialist work areas such as finance professional (including tax), and exchequer services.
4.	Extensive experience of managing a large transactional Revenue and Benefits service in a unionised environment driving through service and performance improvements.
5.	Extensive post qualification experience of advising Directors, elected members, and Senior Managers, including formal committees and work groups on finance issues, and Revenue and Benefits matters, and can demonstrate the ability to develop practical ideas and innovative solutions that meet business needs.
6.	Significant experience of providing sound Revenue and Benefits advice on complex issues to non-finance Managers, staff and customers.
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Job Family

Strategic Lead
Grade O



Colleagues Expectations

- Be professional at all times
- Work together for the good of the team, council and local people
- Promote a supportive culture
- Challenge assumptions
- Take ownership
- Be willing to change and do things differently
- Always work in a safe manner

Managers expectations

- Be a role model by displaying positive behaviours at all times
- Make well-considered decisions
- Support, coach and communicate with my team
- Be accountable for my team's performance

Job Family- Strategic Leadership

Role Characteristics

Level O roles are Group Heads and are very substantial management posts that cover a group of services provided across more than one employer. They are responsible for a number of service streams and their attendant policy, risk management and leadership initiatives.

The knowledge and skills required

The advanced theoretical knowledge required to make appropriate judgements and decisions at this level is augmented not only by ongoing professional development and thorough understanding of external legislative and societal change, but also by a deeper understanding of the Council operational structures which both support and depend upon the job holder's actions and advice. Roles will be professional experts, providing expert leadership across a number of Services.

The type of thinking, planning and communicating necessary

Job holders will use their professional expertise to deal with highly complex, pressing issues including change initiatives and risk management across an entire Directorate. They will also look well ahead and take a long-term, strategic view of their project and service delivery objectives over several years into the future, shaping several service's composition, approach and operating procedures in accordance with wider goals mandated by corporate management.

The information exchanged at this level will be routinely complex, contentious in nature and/or highly significant to the Council's reputation. Job holders will, however, have additional demands placed upon them by the need to persuade others to adopt courses of action they may not otherwise wish to take, based on evidence-based, reasoned argument. This will occur in written interactions but can also be the case in face to face verbal exchanges where job holders will advocate the Council's position in response to opposing opinion in a formal or informal setting.

The freedom to make decisions and innovate

The limitations to job holders' decision making will be only the broad policy and practice guidelines that exist at both a corporate and even national/professional level. At this level of autonomy, job holders will be the final arbiter of many escalated technical and professional disputes and problems. They will report to a Group Head and will devise and implement strategic plans and policy in relation to several service areas.