Job Description

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| **Job Title:**  | **Head of Customer Services, Revenues & Benefits**  |
| **Strategic Team:** | Joint Operations Team |
| **Service:****Business Unit:** | Customer ServicesCustomer Services, Revenues & Benefits |
| **Responsible To: *(day to day issues)*** | Executive Head of Customer Services |
| **Accountable To: *(line manager)***  | Executive Head 0f Customer Services |
| **Salary Grade: *(Spinal column points only)*** **JE Ref:** | (M) – scp. 50 -53JOT17 |

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| 1. **Key Purpose of Job**
	1. To direct, lead and manage the provision of high quality, cost effective services to the Council for the delivery of **Customer Services and Revenues and Benefits**.
	2. To lead and develop the council’s customer interface through personal contact, telephone, web and other digital channels,
	3. To take the strategic lead on emerging changes to the service in line with Council and government policy and provide advice to the Executive Head of Customer Services on the impact of legislative change.
	4. To develop the corporate Civica/Web teams to deliver creative and innovative solutions in support of the Councils digital contact channels.
	5. To ensure that all statistics, performance management information, subsidy claims, etc requested by Central government and Government Departments, are produced in an accurate and timely manner and analysed effectively.
	6. To maximise income streams and subsidies.
	7. To be responsible for monitoring and controlling the service budget on a regular basis to ensure that budget expenditure and income is in accordance with projections. Raise any variance and proposed corrective action with the Executive Head of Customer Services.
	8. Co-operate in dealing with all internal and external audit matters relating to the functions performed within the Customer; Revenues and Benefits services.
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| 1. **Anticipated Outcomes of Post**
	1. A Corporate Standardised Professional **Customer Service** function. Developing the centralised customer service function to enable all channels of choice to our customers including Face to face, Web and Telephony, with evidence of increased channel shift.
	2. A sustained and developing improvement in **Revenues and Benefits** service delivery, maximising available resources to best effect.
	3. A “joined up” approach between Customer Services and the Revenues and Benefits processing teams providing a “one and done” approach to our customer contacts.
	4. Customer service excellence that is meeting the needs of our customers, partners, external organisations.
	5. Excellent relationships with customers, partners and colleagues in order to identify and implement changes to make the service more effective and responsive
	6. Robust performance Management and monitoring across all areas of the service.
	7. The continued development of the ICT systems and architecture used within the service to improve efficiency; effectiveness and improved service to our customers.
	8. An environment where staff can develop their talents, be well trained and supported and have opportunities for career progression.
	9. Reduction of Revenues & Benefits local authority error, maximising additional funding via subsidy.
	10. Completion of innovative projects to ensure the delivery of enhanced customer care, improved business processes and initiatives.
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| 1. **List Key Duties and accountabilities of the post**
	1. Manage budget control, reviewing costs, monitoring expenditure and financial forecasting. Responsible for overseeing the statistical management information, ensuring sufficient internal controls exist to reduce and financial impact on the council
	2. Leading a team of Line Managers given them direction, focus and the ability for them to effectively deliver their teams functions.
	3. To plan, co-ordinate and set priorities to ensure there is sufficient capability to achieve the teams and council objectives and resolve any conflicting priorities.
	4. Implementing and leading changes in the service (ie ICT systems; Business Processes; staff; structure, etc) ensuring efficient and effective roll-out of new innovations and change that will improve efficiency and effectiveness.
	5. Ensure all projects/delivery plans are effectively monitored and managed within the agreed timescales.
	6. Exploring alternative methods of service delivery such as joint/partnership working with other organisations or shared service with other councils and ensuring there are clear communication links that help drive the service area forward
	7. Participate in corporate projects and tasks as required, in support of Council objectives and Corporate plans
	8. Researching and developing new central government agendas and ensure where appropriate they are introduced into Torbay.
	9. Establishing and monitoring performance standards across all areas of the service.
	10. Conducting benchmarking where appropriate and identifying best practice opportunities if implemented locally will deliver efficiencies and cost savings.
	11. Build constructive relationships with Members, partners and colleagues across all services
	12. Identify and bid for additional funding opportunities as appropriate to enhance service provision for the benefit of customers
	13. Assess, recruit, develop, direct, motivate and provide support to Officers under your line management using applicable Council policies and procedures
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| 1. **Give examples of the typical types of problems and decisions the post will be required to make**
	1. Operational responsibility for large multi disciplined corporate service
	2. To lead and coordinate regular reviews of the service and performance targets and make recommendations to Executive Head of Customer Services about budgets and staffing needs to deliver the service and meet performance targets
	3. Strategic and operational decisions within Customer Services and Revenues and Benefits around future development of the service.
	4. Contract negotiations/monitoring with new and existing software and service suppliers providing service to Customer; revenues & benefits services.
	5. Responsibility for ensuring that Torbay can respond immediately and offer a contact and support service for the general public in the event of any major incidents such as swine flu.
	6. Guidance and direction to other Council Services to enable them to fully utilise the Corporate Customer services offer and maximise channel shift and customer self service.
	7. Budget control and reviewing costs of service, managing expenditure and resources.
	8. Prioritising work loads
	9. Handling customer complaints at level 2
	10. Decisions in relation to development of projects and during their implementation.
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| 1. **Budgetary / Financial Responsibilities of the post**
	1. Management of budget, monitoring expenditure and financial forecasting for service area, and management information, ensuring sufficient internal controls exist to reduce any financial impact on the Council.
	2. Customer services; Revenues & Benefits budget (2016/17):
		1. Customer Services and Customer Access –total expenditure - £766,000
		2. Revenues & Benefits – Total expenditure £2,060,000
		3. Housing Benefits payments - £66,144,000
	3. Maximising income – reducing local authority error within Housing Benefit.
	4. Explore partnership working that could be s future source of revenue.
	5. Meeting financial and statutory responsibility for managing FIMS payments and order procedures.
	6. Identify and bid for additional funding opportunities as appropriate to enhance service provision for Customer Services, Revenues and Benefits.
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| 1. **Supervision / Line Management Responsibilities of the post ( Please show / provide organisation structure as an appendices, showing official reporting lines**
	1. The post reports to the Executive Head – Customer Services
	2. The post has overall line management responsibility for the Customer Services and Revenues & Benefits Line Managers as follows:
		1. Systems and Service Development Manager.
		2. Corporate Debt Manager.
		3. Revenues Coordinator:
		4. Business rates;
		5. Public Access & Channel Shift Manager
		6. Operations Manager.
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| 1. **Working Environment & Conditions of the post**
	1. Normal working environment
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| 1. **Physical Demands of the post**
	1. Normal effort
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| 1. **Specific Resources used by the post**
	1. Normal workstation
	2. Travelling effectively to visit all council offices
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| 1. **Key Contacts and Relationships**
	1. **External**
		1. All relevant Government departments such as DWP; DCLG
		2. Partner agencies
		3. Software suppliers
		4. Other Councils
		5. Third sector
	2. **Internal**
		1. Executive Head of Customer Services
		2. Other Internal Managers and staff at all levels within the organisation
		3. The Mayor and elected Members
		4. Trade unions
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| 1. **Other Duties**

To undertake additional duties as required, commensurate with the level of the job. |

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| Other InformationAll staff must commit to Equal Opportunities and Anti-Discriminatory Practice.1. The Council operates a Smoke-Free Policy and the post-holder is prohibited from smoking in any of the Council's buildings (including Council owned and Council leased buildings, but excluding designated areas in residential schemes), enclosed spaces within the curtilage of buildings, and Council vehicles. The Council does not permit smoking breaks within work time, however, in services where the flexi-scheme is in operation, employees may take reasonable break times outside of core hours, in accordance with flexi-time arrangements. Employees should follow the flexi-scheme procedure for agreeing time away from their duties in the normal manner with their immediate colleagues and line manager, with break start and finish times being recorded, as with any other break-time arrangement.
2. The post-holder is expected to familiarise themselves with and adhere to all relevant Council Policies and Procedures.
3. The post-holder must comply with the Council’s Health and Safety requirements as outlined in the H&S policy appropriate to the role.
4. This post is based at [insert a location] but the post holder may be required to move their base to any other location within the Council at a future date.
5. The post-holder must be committed to the Council’s Core Values for employees – “Torbay Council employees are committed to being forward thinking, people orientated and adaptable - always with integrity”. Evidence will be sought during the probation and appraisal processes.
6. If you are required to use your own vehicle on Council business or drive a council vehicle you will be asked to provide information on any driving endorsements by accessing [www.gov.uk/view-driving-licence](http://www.gov.uk/view-driving-licence) and providing a code to your Line Manager in order to share your driving licence information with the Council.
7. You will be asked to complete a Criminal Records Self Declaration Form. Criminal convictions will only be taken into account when they are relevant to the post. You will only be asked to disclose ‘unspent’ convictions
8. Torbay Council is committed to safeguarding and promoting the welfare of children and applicants must be willing to undergo the checks appropriate to the post applied for.
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**Person Specification**

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| **Note for Candidate****All Candidates**The supporting statement on your application form will be used to assess ability to meet the essential requirements of the role, so you should explain how you meet each of the numbered essential requirements within your supporting statement.  In a competitive situation, the desirable criteria may be taken into consideration, so you are encouraged to show how you also meet each of the desirable criteria.Candidates who consider that they have a disabilityReasonable adjustments will be made to the job, job requirements or recruitment process for candidates with a disability.If you consider yourself to have a disability you should indicate this on your application form, providing any information you would like us to take into account with regard to your disability in order to offer a fair selection interview.Where ever possible and reasonable we will make adjustments and offer alternatives to help you through the application and selection process. If you have indicated that you have a disability on your application form you will be guaranteed an interview if you clearly demonstrate in your supporting evidence how you broadly meet the essential requirements of the role.  |

**Person Specification**

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| **Essential Skills and Effectiveness:** | **Desirable Skills and Effectiveness:** |
| 1. Excellent communication skills—written, oral and presentational.
2. Excellent proven organisational skills, and ability to prioritise own and other’s workloads.
3. Ability to solve problems that are complex in nature.
4. Ability to initiate and manage change effectively.
5. Ability to lead and motivate staff and to manage performance to reach desired outcomes.
6. Ability to set performance objectives, and to undertake effective performance appraisals, to produce positive results.
7. Ability to collate and interpret information including statistical information.
8. Ability to interpret and explain legislative changes and apply them in real time situations.
9. Evidence of writing and the ability to apply knowledge and experience to the wider corporate policy and strategy and key strategic partnership role.
10. Extensive experience in preparing and presenting performance information for management purposes.
11. Able to positively manage staff, developing and maintaining a team where all the team are empowered to participate.
12. Evidence of ability to develop and maintain to a high standard effective working relationships with other departments and external partners.
13. Effective negotiation and presentation skills.
14. Ability to manage a diverse work-load and apply flexible approach to the needs of the service.
15. Experience of working on own initiative with minimum supervision, to achieve required outcomes.
16. The ability to identify needs of the ICT infrastructure for all services within the service portfolio
17. Evidence of writing strategic policy and strategies
18. Ability to think creatively with strong leadership skills
19. Ability to operate effectively in a political and corporate environment
 | 1. The ability to communicate effectively through a wide range of media to diverse audiences.
2. Client side management of outsourced services
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| **Essential Knowledge:** | **Desirable Knowledge:** |
| 1. Working knowledge of Revenues & Benefits Legislation and administration
2. Proven Knowledge of operational requirements of Customer Contact centres and front facing Customer Service counters.
3. Demonstrable knowledge and understanding of effective customer care
4. Working knowledge of methodologies/techniques to support customer channel shift to self service channels.
5. Working knowledge of ICT in a strategic context enabling business process change and improvement.
6. A working knowledge and understanding of the impact of change within an organisation.
7. Business planning skills
8. Statistical analysis and research methodology
9. Service planning process
10. Budget monitoring and planning
11. A working knowledge of Governance and HR procedures
 | 1. A working knowledge and understanding of issues facing the Local Authority
2. A working knowledge and understanding of the impact of change within Customer Services and Revenues & Benefits functions and the impact on the operation of the service.
3. Working knowledge of the Democratic process.
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| **Essential Experience/Achievements:** | **Desirable Experience/Achievements:** |
| 1. Experience of working at a strategic level in multi-discipline and cross-organisational groups.
2. Experience of managing and motivating staff including analysing and managing the development needs of individuals and teams in line with organisational and customer requirements .
3. Experience of managing a diverse range of functions and workforce
4. Experience of cross-service working and working with committees and external partners.
5. Experience of developing and implementing new strategies policies and procedures across a diverse workforce.
6. Proven track record in managing a large group of staff and dealing with complex management issues and projects
7. Evidence of achieving high level of customer service delivery and evidence of benchmarking experience and customer engagement.
8. Evidence of implementing ICT that has enhanced service delivery and improved customer service.
9. Experience of improving service delivery and efficiency a record of delivering improvement in the quality and efficiency of services.
10. Evidence of leading large projects across both strategic and a wide range of services
11. Experience in disseminating equal opportunities policies and promoting anti-discrimination practices.
12. Evidence of continual personal development
 | 1. Partnership working
2. Experience of joint working in partnership with agencies, such as Health, Voluntary Services, Public Sector and Private Sector.
3. Experience of delivering accessible services to diverse sections of the community.
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| **Essential Qualifications/Professional Memberships:** | **Desirable Qualifications/Professional Memberships:** |
| 1. Evidence of continual professional development.
2. Prince 2 project management qualification
3. Educated to degree level or equivalent experience
4. ILM4 or equivalent
 | 1. ILM 5
2. IRRV
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| Essential – Other requirements of the job role * Demonstrates a commitment to safeguard and promote the welfare of children and young people
* Ability to carry out the physical requirements of the role (i.e. manual handling)
* Ability to travel efficiently around the Bay/South West/UK in order to carry out duties
* Ability to accommodate unsociable hours
* Ability to accommodate shift patterns
* Ability to accommodate on-call working
* Ability to accommodate occasional home-working
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