

**JOB DESCRIPTION**

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| **Post Title**: Business Partner - Corporate Collection and Support |
| **Department**: Corporate Core  | **Post No**:  |
| **Division/Section**: Corporate Core / Corporate Collection and Support | **Post Grade**: G12 |
| **Location**: The post holder will be based within the Bury campus but may be required to travel within the locality to deliver the requirements of the role. |
| **Special Conditions of Service**: N/A |
| **Accountable to**: Executive Director (Strategy & Transformation) |
| **Immediately Responsible to**: Business Manager - Corporate Collection and Support |
| Immediately Responsible for: Lead Officers, Officers and Assistants – Corporate Collection and Support |
| **Job Purpose and accountabilities:** 1. To contribute to achieving the Council’s corporate objectives including the Let’s 2030 Strategy by providing direct operational team management to the successful administration and delivery of Corporate Collection and Support services including Council Tax, Business Rates, Housing Rents, Housing Benefits, Council Tax Support, Welfare Support and Accounts Payable & Receivable.
2. To work with the Corporate Collection and Support senior and wider management teams in executing effective and sustainable operational plans that through effective management of any and all relevant teams delivers on and exceeds corporate and service performance objectives.
3. To help deliver outstanding service to the borough’s residents, tenants, suppliers, and businesses through the coordination of a high-performance driven service that has an accountability and outcome-based culture embedded within any and all relevant service areas.
4. To support Business Managers and the Service Manager in the coordination of effective business improvement and sustainment plans by pushing through efficiency projects into wider service delivery whilst maintaining high service delivery standards.
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| **Relationships: (Internal and External)****Internal –** * Corporate Collection and Support management team and wider teams
* Wider council management teams
* Elected Members

**External** –* Government Departments including DWP, DLUHC, HMRC, VOA and HMCTS
* Third Sector stakeholders and partners including Citizens Advice, Community Organisations, GMPA
* Professional Bodies and Relevant Organisations
* AGMA Benchmarking Group
* Housing Providers.
* Third Party software and service suppliers.
* B.I.D. Company
* Local businesses, members of the public and tenant representative groups
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| **Control of Resources**: N/A |
| **Key Responsibilities**:* Provide operational coordination, challenge and direct line management to any relevant area of the multi-disciplinary Corporate Collection and Support service, helping to develop and implement plans and approaches that are aligned with and contribute to wider corporate vision, strategies, priorities and objectives including the Let’s 2030 Strategy whilst leading by example in ensuring all teams exhibit the attitudes and behaviours that reflect the values of the organisation at all times.
* To work with the wider management team in ensuring service areas are sufficiently resourced to provide capacity resilience and protection to service performance, an ability to meet, overcome and mitigate pressure points in the service calendar as well as unforeseen staff shortages, and enables succession planning.
* To support Business Managers and to be self-accountable for active and progressive collaboration across service areas, exhibiting a clear, working appreciation of all service area priorities and pressures and prevent conflicts within these, and help deliver a cooperative and reciprocal service working model that safeguards and improves performance and reputation standards.
* To execute a successful and data-driven service-wide performance management framework that encapsulates reporting, quality assurance, evaluation, talent mapping and training and allows management, monitoring, and evaluation of service and individual performance. That challenges poor performance, promotes the principles of continuous improvement, personal development and self-accountability, and provides assurance around meeting corporate delivery targets.
* Through a consultative and inclusive approach to line management of teams, support the delivery of an inclusive service communications and engagement strategy, providing inclusivity and buy-in for teams, an appreciation and understanding of service interdependencies, their roles within and contribution to the achievement of service and corporate priorities and targets and as an enabler for performance improvements.
* To support Business Managers in the delivery of streamlining projects through enhanced digital solutions and software, automation, data and reporting development, and innovative business process refinement to enable service sustainment and service agility within shifting and emerging priorities, whilst increasing productivity and service levels to residents and stakeholders.
* To ensure operational plans and service delivery reflect and adhere to relevant policies and statutory legislation whilst also actively contributing to corporate and service strategies and meeting performance expectations and targets.
* Support the coordination of an effective access offer for residents, tenants and businesses, ensuring digital, telephony and face to face access methods for contact and support within the remit of the role deliver resolution at the first point of contact, helps maximise cross-service support opportunities as well as key performance objectives.
* As an employee of Bury Council you have a responsibility for, and must be committed to, safeguarding and promoting the welfare of children, young people and vulnerable adults and for ensuring that they are protected from harm.
* Bury Council is committed to equality, diversity and inclusion, and expects all staff to comply with its equality related policies/procedures, and to treat others with fairness and respect.
* The post holder is responsible for Employees Duties as specified with the Corporate and Departmental Health and Safety Policies.
* Health and Wellbeing -As an employee of Bury Council you should contribute to a culture that values and supports the physical and emotional wellbeing of your colleagues
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| Where an employee is asked to undertake duties other than those specified directly in his/her job description, such duties shall be discussed with the employee concerned who may have his/her Trade Union Representative present if so desired. (See paragraph 203 of supplemental Conditions of Service) |



**DEPARTMENT FOR CORPORATE CORE SERVICES**

**BUSINESS PARTNER - CORPORATE COLLECTION AND SUPPORT**

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| **SHORT LISTING AND INTERVIEW CRITERIA** | **ESSENTIAL** | **DESIRABLE** | **ASSESSMENT METHOD** |
| **Work Experience**  |  |  |  |
| Experience of managing multi-disciplinary teams, ideally within a Collection and Support setting. |  | x | Application form, interview |
| Experience of delivering a good standard of key performance objectives and indicators over a sustained period of time. |  | x | Application form, interview |
| Experience of contributing to performance improvements and performance management regimes. |  | x | Application form, interview |
| Experience of supporting the delivery of efficiencies whilst maintaining service delivery levels  |  | x | Application form, interview |
| Experience of collaborative working, working influentially and effectively with internal and external peers to deliver improvements and changes. | x |  | Application form, interview |
| **Knowledge and Skills** |  |  |  |
| Working understanding of the current and emerging issues and priorities affecting the service and the wider corporate context. |  | x | Application form, interview |
| Understanding of the current and changing legislation, regulation, legal and statutory requirements governing collection and income streams - including Council Tax, National Non-Domestic Rates, and The Housing Act and the impact these have on service delivery. |  | x | Application form, interview,  |
| Understanding of the current and changing legislation, regulation and statutory requirements governing Benefits and Welfare administration and provision – including Housing Benefits, DWP Welfare Benefits, Free School Meals and Welfare-driven Government initiatives, and the impact these have on service delivery |  | x | Application form, interview |
| Self-motivated, with a high level of self-accountability and possessing a passion for public service and high service standards. | x |  | Application form, interview |
| Excellent interpersonal skills, with the ability to manage teams effectively and through difficult or contentious periods. | x |  | Application form, interview |
| Leads by example. Demonstrating high ethical and professional standards and acts with integrity and reliability at all times. | x |  | Application form, interview |
| Good problem solving skills, demonstrating a solution focused approach to problems and issues. | x |  | Application form, interview |
| Good verbal and written communication skills. Able to adapt delivery, content and tone dependant on circumstances and audience.  | x |  | Application form, interview |
| Possesses an assertive approach with the ability to remain respectful to colleagues and partners at all times. | x |  | Application form, interview |
| Good analytical skills. Able to efficiently interpret complex, legislative and technical information and data and formulate into clear plans and approaches. |  | x | Application form, interview |