

**JOB DESCRIPTION**

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| **Post Title**: Lead Officer - Corporate Collection and Support |
| **Department**: Corporate Core  | **Post No**:  |
| **Division/Section**: Corporate Core / Corporate Collection and Support | **Post Grade**: G9 |
| **Location**: The post holder will be based within the Bury campus with some agile working 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 Partner - Corporate Collection and Support |
| Immediately Responsible for: N/A |
| **Job Purpose and accountabilities:** 1. To support the service’s contribution to achieving the Council’s corporate objectives including the Let’s 2030 Strategy by providing senior officer outcomes 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 and to the instruction of the Corporate Collection and Support management team on the delivery of operational plans that exceeds corporate and service performance objectives.
3. To help deliver outstanding service to the borough’s residents, tenants, suppliers, and businesses through senior officer contribution to a high-performance driven service, demonstrating accountability and an outcome-based approach within any and all relevant service areas.
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| **Relationships: (Internal and External)****Internal –** * Corporate Collection and Support management team and wider teams
* Wider council teams

**External** –* Relevant Government Departments
* Third Sector stakeholders and partners
* Third Party software and service suppliers.
* Local businesses, members of the public and tenant representative groups
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| **Control of Resources**: N/A |
| **Key Responsibilities**:* Provide senior officer support to any relevant area of the multi-disciplinary Corporate Collection and Support service, providing direct delivery of plans and approaches that are aligned with and contribute to wider corporate vision, strategies, priorities and objectives including the Let’s 2030 Strategy. To lead by example within the remit of the role, exhibiting the attitudes and behaviours that reflect the values of the organisation at all times and to constructively challenge behaviours in contravention of these.
* To support the management team and to be self-accountable for active and progressive collaboration across service areas, exhibiting a clear, working appreciation of priorities and pressures and provide support in preventing conflicts within these, and safeguard performance and reputation standards.
* To set an example to the wider teams in reflecting the values, behaviours and attitudes of the organisation and in self-accountability, personal performance and development, and continuous improvement. To provide assistance and support to the Business Partner in any necessary training requirements for the wider teams.
* To actively engage with and contribute to performance management frameworks, utilising these to strive for greater and improved performance and delivery outcomes both personally and service wide.
* To lead in contributing to engagement activities undertaken by the service’s management team, supporting the improved appreciation and understanding of service priorities and interdependencies.
* To pro-actively and constructively raise issues that present a risk to service delivery and/or reputation as well as resident welfare and contribute to a solution-focused approach to resolution.
* To provide senior officer support in the implementation and successful delivery of service enhancement projects including through online communications, digital solutions and software, automation, data and reporting development, and innovative business process refinement ensuring consideration for service levels to residents and stakeholders as well as for business efficiency.
* To provide senior officer support in the successful delivery of critical service activities, including end of financial year activities.
* To show accountability for keeping abreast of all relevant policies and statutory legislation and to ensure all work adheres to and reflects these, whilst also actively contributing to service performance expectations and targets.
* To champion and contribute to 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.
* To provide analysis and information in support of management information, internal audits and key, statutory government returns within the remit of the role including Council Tax Base, NNDR1&3 and QRC returns along with key external audit submissions such as the Housing Benefit Subsidy Audit.
* 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**

**LEAD OFFICER - CORPORATE COLLECTION AND SUPPORT**

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| **SHORT LISTING AND INTERVIEW CRITERIA** | **ESSENTIAL** | **DESIRABLE** | **ASSESSMENT METHOD** |
| **Work Experience**  |  |  |  |
| Experience of working in a senior officer role, ideally within a Collection and Support setting. |  | x | Application form, interview |
| Demonstrable experience of delivering an excellent standard of performance and service over a sustained period of time. | x |  | Application form, interview |
| Experience of working effectively and proficiently with a variety of software packages and solutions in a system and data led environment | x |  | Application form, interview |
| Experience of collaborative working, working effectively with internal and external peers to the benefit of service delivery and resident experience. |  | x | Application form, interview |
| **Knowledge and Skills** |  |  |  |
| Self-motivated, with a high level of professional pride and self-accountability and possessing a passion for public service. | x |  | Application form, interview |
| Good interpersonal skills, able to work in a constructive, respectful and effective way with team members and organisational colleagues | x |  | Application form, interview |
| Possesses high professional standards, maintaining at all times the attitudes and behaviours that reflect the values of the organisation. | x |  | Application form, interview |
| Excels working in a fast paced, challenging environment, able to simultaneously maintain a high level of efficiency and accuracy on a day-to-day basis.  | x |  | Application form, interview |
| Comfortable and effective working in a variety of environments, both office-based and remotely and in back office or customer facing settings. | x |  |  |
| 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 |
| Comfortable working with a good degree of autonomy, with a logical approach to decision-making that balances customer welfare with business requirements and takes consideration of policy and procedure driven parameters. | x |  |  |
| Ability to adopt a solution focused approach to problems and issues. | x |  | Application form, interview |
| Good verbal and written communication skills, with the ability to convey sometimes complex or technical information in a clear way to the recipient. | x |  | Application form, interview |
| Good analytical skills. Able to efficiently interpret complex, legislative or technical information and data and adopt into daily working processes and tasks. | x |  | Application form, interview |