

## Exchequer Services Team Leader

## Role Profile

**Service:** Finance & Systems Directorate - Exchequer Services  
**Band:** Band 8  
**Reporting to:** Exchequer Services Managers  
**Responsible for:** Exchequer Services Teams



**TRAFFORD**  
COUNCIL

## About Us

Trafford is a great place to live, work, learn and visit. From its leafy suburbs to its more urban areas, the borough takes pride in its strong, diverse communities, its cultural and sporting heritage and its position at the heart of the region's economic powerhouse.

Trafford Council and its partners in the public, private and third sectors have a Vision which sees us working together to close inequality gaps and maximise Trafford's huge potential.

***Our vision: Trafford – where all our residents, businesses and communities thrive***

At the heart of our vision is a common cause – we want to make Trafford a better borough. We want to make it a place where everyone has a chance to succeed and where everybody has a voice. Through our new vision, we are making a commitment to work together across different services and agencies to make the best use of our resources.



## Our Culture

Trafford Council employs around 2300 non-school members of staff and as one of the biggest employers in the borough, we work hard to make Trafford Council an employer of choice. We care what you think and believe you are more than just a job role. We have a great benefits' package and a real focus on your health and wellbeing, as well as extensive learning, succession and development opportunities.

For us, it's not just about *what* we achieve as an organisation, but *how* we do it. Therefore, all employees are expected to display our **EPIC** values.

**At Trafford Council we are EPIC**

**We EMPOWER** – We inspire and trust our people to deliver the best outcomes for our customers, communities and colleagues.

**We are PEOPLE CENTRED** – We value all people, within and external to the organisation and give those around us respect. We will act with honesty and integrity in all that we do and create an environment that enables everyone we work with to thrive and succeed.

**We are INCLUSIVE** – We are committed to creating an environment that values and respects the diversity and richness differences bring.

**We COLLABORATE** – We build relationships, collaborate; treat people as

## About the Role

This Role Profile outlines the key tasks you will be expected to perform to give you an understanding of a typical day and the key activities that you will be expected to deliver or contribute to the delivery of.

The 'About You' section explores what qualifications, experience, skills and knowledge you will need for the role.

We are a values-based organisation and you will need to reflect our values, as well as the requirements in 'About You' in your application.

### Overview

Exchequer Services sits within the Finance and Systems Directorate. It is a high performing outcome based, resident focused service which performs a number of statutory operational tasks within the revenues, benefits, discretionary local welfare and adult social care finance areas of work. This role will be required to manage, support and train a team of Officers to deliver high quality services that meet the stretching targets set each year.

### Your Main Priorities

- Responsible for the management of a team of Exchequer staff, delivering a first-class professional service and a high-quality front-line service to the Council and its partners.
- Operational responsibility for a service specific area, encompassing all areas within the Exchequer Services section, which includes Council Tax, Business Rates, Housing Benefit, Council Tax Support, Accounts Receivable, Adult Social Care Finance, Local Welfare Assistance (Trafford Assist), and associated Discretionary Awards.

### Key duties

- Recruiting, inducting, developing and supporting a team delivering front line customer services to ensure resolution of enquiries, complaints and request for services at the earliest possible opportunity.

- Supervising the workload of the team, allocating team members to optimise service provision and administrative support across the hours of operation of the service.
- Monitoring the changing needs of the service and being proactive in driving service improvements, taking responsibility for specific projects.
- Ensuring targets are met and that a performance management framework is in place to monitor key outcomes against targets in relation to the performance of the section.
- Ensuring statistical information is produced, collated and analysed frequently to assist in evaluating the efficiency of the team and to inform resource allocation and service improvements.
- Providing influential input to the decision-making process, including objective challenge, on strategy and policy development, efficiency and encouraging a culture of continual improvement.
- Managing and supervising a professional team to provide value and continuous service improvement, including conducting Performance Development Reviews.
- Dealing with enquiries, complaints and requests for information and advice from both internal and external customers, including Ombudsman cases and those from Councillors and MPs, positively promoting the service.
- Dealing with complex and difficult cases, including reviews and appeals and the preparation of cases and attendance at Appeal Tribunals.
- Representing the Authority at the Magistrates Court in respect of applications for Liability Orders, Committal Orders and prosecutions for Non-Disclosure of Financial Information.
- Attending meetings, seminars, training courses within or outside the Borough as required.
- Complying with all Council policies, procedures, professional practices and relevant regulation and legislation.
- Managing the finances of clients who lack capacity as well as supporting vulnerable individuals.
- Undertaking any other duties which are commensurate with the grade of the role and which may be required by the Service.

## About You

### Qualifications and Professional Development

- Degree or formal off the job training
- IRRV qualification, or willing to achieve (start within 12 months)
- Willingness to complete the Council's EPIC Manager programme (within 12 months)

### **Experience and Knowledge**

- Demonstrable experience in a similar Revenues, Benefits or Financial background
- Experience of persuading, influencing and negotiating successfully with a wide range of stakeholders
- Experience of handling situations involving conflict
- Extensive and up to date knowledge of Exchequer Service legislation and procedures
- Knowledge of the upcoming changes to the Exchequer Services

### **Skills and abilities**

- Ability to lead, motivate and manage staff and to effectively manage performance ensuring team/service objectives are delivered to a high standard
- Ability to develop and interpret policy if appropriate
- Excellent written and oral communication skills with the ability to establish and maintain collaborative/good relationships with a wide variety of stakeholders, including colleagues, managers and partner organisations
- Ability to plan, prioritise and allocate tasks in order to meet deadlines and changes in priority
- Ability to respond effectively under pressure and manage competing deadlines
- Ability to lead a customer focused environment with a high degree of drive and motivation to achieve targets and results
- Highly skilled in financial management processes and procedures
- Competent ICT and numeracy skills

### **Special Conditions**

- Willing and able to travel to sites around Greater Manchester, including the relevant courts
- Basic DBS required
- Unsocial hours/weekend work may be required

Date prepared/revised	July 2018 / Trans to new template + minor amends 30.4.26
Prepared/revised by	L Shaw/C Hay L Shaw/L Shellabear
Job Evaluation	July 2018 / Existing evaluation

### **Health and Safety**

To operate safely within the workplace with regard to the Council's health and safety policies, procedures and safe working practices. To be responsible for your own Health and Safety and that of other employees.

### **Equalities & Diversity**

To work within the Council's Equalities and Diversity Policy, embracing through personal example, open commitment and clear action that diversity is positively valued, resulting in access for all by ensuring fair treatment in employment, service delivery and external communications.

### **Customer Care**

To continually review, develop and improve systems, processes and services in support of the Council's pursuit of excellence in service delivery.  
To recognise the value of its people as a resource.

### **Training and Development**

To identify training and development needs with your manager, taking an active part in your Personal Development and Review Plan. To access development opportunities as they arise and share learning with others and where appropriate, actively encourage a learning environment and development within others.

### **Policy**

To work at all times within the established policies and practices of the Council, within the framework established by the Council Constitution and associated guidance.

### **Information Governance**

Confidentiality is of prime importance. In the normal course of duties, the post holder will have access to personal and or sensitive information relating to service users, staff and contractors, as well as information of a commercially sensitive nature. Such information should not be communicated to anyone outside or inside the Council unless done in the normal course of carrying out the duties of the post. Disciplinary action will be considered where a breach of confidence and or data breach has been established.

All information obtained or held during the post-holders period of employment that relates to the business of the Council and its service users and employees will remain the property of the Council. Information may be subject to disclosure under relevant legislation.

To ensure information is shared safely and complies with information governance standards and associated legislation.