BRIGHTON & HOVE CITY COUNCIL   JIN 3442

JOB DESCRIPTION

Job Title:	Systems Programme Manager (Revenues & Benefits)
Reports to:	Head of Revenues & Benefits (HRB)
Department:	Revenues & Benefits, City Services
Section:	Revs & Bens Technical Delivery

Purpose of the Job

To undertake the following management responsibilities in co-operation with the service's Revenues & Benefits Managers, with a strong emphasis on technical delivery, and with a division of responsibilities as agreed with the Head of Revenues and Benefits.

a)   The interface with the public, ensuring the provision of a quality service that resolves the maximum number of enquiries at first contact.

b)   The processing function for benefit applications and revenues administration, ensuring efficient cost effective delivery.

c)   The recovery processes for overpaid benefits, unpaid council tax and unpaid NNDR.

d)   The operation of integrity controls to ensure that the above functions are carried out in accordance with legislation with appropriate appeal mechanisms, accuracy checks and fraud deterrence and protection measures.

The overarching technical delivery responsibility will include ensuring the service operates with optimum performing computer systems that securely deliver to purpose in a cost effective manner. This responsibility may extend to other areas within City Services as agreed with the Head of City Services.

Principal Accountabilities

1. To manage the computer systems, resources and staff of the service to achieve the objectives stated above.
2. To recruit, develop, and motivate staff and to direct those staff in the service. To ensure that systems, processes and procedures are in place in your area of responsibility so that all staff are inducted, trained and supported to do their work effectively as individuals or within a team.
3. To ensure that all the computer systems used in the service are legislatively compliant and that their work flow and functionality is used in the most cost effective and efficient manner. To be responsible for administration and operation of these systems and changes to them are effectively tested and implemented.
4. To ensure all non-computer workflows and procedures are operated in the most cost effective and resource efficient manner, maintaining the appropriate procedural guides in support of this objective.
5. To constantly review best practice elsewhere, particularly in respect of other software users, and incorporate this into operational improvement plans and strategic reviews, liaising with and reporting to the Head of Revenues and Benefits as appropriate.

6. To prepare briefs/reports on legislative implications, software changes, corporate ICT changes, performance, targets and service improvements for senior management, councillors or committees.

7. To develop the service (in discussion with Head of Revenues and Benefits) through restructure and technological advances with the ultimate aim of finding the most effective amalgam of services that maximises efficiency and minimises cost.

8. To lead, manage and support projects at the appropriate level as required by the Head of Revenues and Benefits to implement developmental changes or respond to legislative change.

9. To devise, plan and deliver the necessary project, year end, and system testing schedules and work with corporate ICT and external suppliers to identify and mitigate risks. To advise on ultimate decisions regarding options and timeframes to ensure that customers receive the optimum service, services have the maximum computer system availability and transitional periods are managed with minimal disruption.

10. To ensure that all operative objectives combine to maximise the subsidy return, legitimate income from benefits and income collection to the benefit of the council as a whole.

11. To liaise with other organisations /partners in the field of benefit provision (DWP, Pension Service , CLG) and income collection (Valuation Service, Courts, External collection agencies) to ensure, particularly in respect of interaction of computer systems, the provision of a holistic service that best meets customers needs and cross organisational objectives.

12. To be responsible for the recording, review of, maintenance of existing software contracts relating to the service and to take the lead in the procurement exercise for purchasing any new software contracts for the service. To work with corporate ICT and Procurement Teams to ensure the Council obtains the optimal quality and value from its contracts.

13. To respond to any internal or external audit requirements on any aspect of the services computer systems or information produced by them, so as to comply with statutory requirements, and provide assurance of system integrity.

14. To, under the direction Head of Revenues and Benefits, manage delegated budgets within the service.

15. To ensure that the Councils complaints procedure is followed, dealing directly with queries from MPs and Council Members, drafting replies where necessary.

16. To maintain liaison with other sections and units of Customer Services and other departments of the Council. Implement changes or new initiatives in the Section/Department/Council as required.

17. To maintain liaison with the appropriate government departments, associated agencies and private sector functions to ensure effective service delivery and maximise the advantages of partnership working.

18. To co-ordinate procurement of hardware and telephony for City Services, liaising with corporate ICT and Procurement Services as appropriate.

General Accountabilities

- To work within and actively promote the City Council's Inclusive Council Policy in relation to service delivery and staff management.
- To be responsible for the implementation of, and compliance with, the provisions of legislation relating to health and safety, of such employees and areas of the workplace as fall under direct control of the postholder and for complying with legislation relating to works and contracts as are within the direct responsibility of the postholder.
- An understanding of the Data Protection Act (1998) and security standards appropriate to the secure handling of Revenues & Benefits data.
- To undertake such other duties appropriate to the grade and character of the work as may be reasonably required.

Your duties will be as set out in the above job description but please note that the Council reserves the right to update your job description, from time to time, to reflect changes in, or to, your job. You will be consulted about any proposed changes.

The list of duties in the job description should not be regarded as exclusive or exhaustive. There will be other duties and requirements associated with your job and, in addition, as a term of your employment you may be required to undertake various other duties as may reasonably be required.

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PERSON SPECIFICATION

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Department:	Revenues & Benefits, City Services
Section:	Revs & Bens Technical Delivery

Essential Criteria

Job Related Education, Qualifications and Knowledge	- Advanced understanding of legislation, procedures and systems administration relating to Council Tax, Business Rates and Housing Benefits (or a combination of the aforementioned). - An advanced qualification in project management or course of training (e.g. PRINCE2 or equivalent). - Technical management skills in relation to the scope, capabilities, functionality, risk management and support infrastructure in relation to lead systems such as: Oracle SQL*Plus, Oracle PL/SQL, UNIX, Java Development, Microsoft Visual Basic for Applications, MS Windows Batch scripting, SAP Business Objects, SharePoint 2007 Team-site Administration. (or any new technical knowledge required to support/develop systems) - Strong knowledge of business and technology-led developments in a public sector context, including information governance.
Skills and Abilities	Ability to at a senior level:- - Work under pressure to strategically plan and deal with continuing change. - Apply strong strategic decision-making skills with total awareness of broader impact. - Lead, motivate and inspire. - Participate as a senior member of the team. - Lead and implement major new initiatives and improve standards. - Positively performance manage staff with their own management responsibilities. - Maintain a range of differing services within the section. - Present complex issues clearly to staff, members & customers. - Communicate sensitively with members and management. - Collate, analyse and take into account the views of stakeholders. - Apply strong negotiation and partnership skills. - Apply strong coaching and mentoring skills.

Experience	- Experience of leading specialist technical staff and their teams, working to tight legislative deadlines managing complex business processes with scope for high financial impact to the organisation. - Experience in managing the operation and administration of multi-user computer systems; Incident Management, Problem Management, Change and Release Management, escalating issues to third party or suppliers; monitoring fault resolution. - Experience of managing significant system based projects and providing technical management expertise and resource management, resulting in value for money and/or service improvements through new initiatives. - Advanced experience of analysing and organising the frameworks required for the proper risk management of, sustainable support for, and development capacity of multiple computer systems. - Experience at managerial level of joint working in cross organisation or corporate projects. - Strong knowledge of the administration of, and the legislation affecting, benefits and/or council tax and/or NNDR. Substantial demonstrable senior level experience of :- - Contract management, and tendering and procurement processes. - Risk management in a technical environment. - Strategic planning in a large multi-functional service. - Working in a political environment to make partnerships effective in delivering effective change. - Work planning and target setting. - Delivering projects successfully and to budget. - Writing balanced and constructive reports. - Managing and developing staff. - Staff performance and statistical monitoring. - Service development and implementing new initiatives. - Dealing sensitively with customers and managers. - Managing budgets to target. - Reviewing system and business re-engineering processes. - Effective strategic development and negotiation with external organisations/partners. - Managing relationships within a peer group to ensure combined effectiveness. - Benchmarking with other organisations to share best practice.

Equalities	• To be able to demonstrate a commitment to the principles of Equalities and to be able to carry out duties in accordance with the Council's Equalities Policy.
Health & Safety	• Commitment to acquiring awareness of current Health and Safety legislation as it applies to their area of responsibility and to attending relevant Health & Safety training. • Awareness of the need to identify hazards in their area of responsibility and the ability to assess and manage the associated risks.
Other Requirements	• Some weekend work will be required. • Understanding of information governance and data handling. • Significant experience working in a systems administration environment managing major computer applications.