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| **Job Description** |
| **Post title** | Assistant Payments, Income & Support Manager |
| **JE Reference No** | N9438 |
| **Grade** | Grade 14 |
| **Service** | Resources |
| **Service Area** | Transactional Services – Payments, Income & Support |
| **Reporting to** | Payments, Income & Support Manager |
| **Location** | Your normal place of work will be Green Lane, Spennymoor but you may be required to work at any Council workplace within County Durham. |
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| **DBS** | This post is subject to a Basic disclosure. |
| **Flexitime** | This post is eligible for flexitime. |
| **Politically restricted** | This post is not designated as a politically restricted post in accordance with the requirements of Section 1(5) of the Local Government and Housing Act 1989 and by regulations made from time to time by the Secretary of State. |

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| **Description of role** |

To provide a responsive, efficient and effective support to Assessment & Awards and Payments Income & Support Teams and Transactional Services.

To assist Transactional Services to achieve excellence in its services to its customers, both internal and external.

To assist the Payments Income & Support Manager in the planning, development and improvement of the Payments Income & Support and Assessment & Awards teams and Transactional Services to achieve continuous improvement in line with Councils objectives and Government direction.

To provide strategic direction, management, supervision and leadership to the Payments Income & Support team, providing technical support and direction to support decision making*.*

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| **Duties and responsibilities** |

Listed below are the responsibilities this role will be primarily responsible for:

* Assist in the strategic management and development of the Payment Income & Support team in accordance with Council Policies and Financial Regulations and responsible for the forward planning and co-ordination of all tasks.
* Support the development and management of the Corporate Debt Management Policy and provide and efficient and effective collection, recovery and enforcement service in relation to all Council revenue including Council Tax, Business Rates and all aspects of Sundry Debt.
* Support the development and management of the Council’s Enforcement Agent Service ensuring policy and procedures and Policy conduct of enforcement agents complies with enforcement legislation and Council.
* Take a lead contract management role including management of Enforcement/Bailiff contracts, cash collection, merchant acquirer and bill payment contracts.
* Support the development and management of procure-to-pay, creditors, debtors and income management systems (including petty cash), policies and procedures including PCI and data security standards.
* To lead in the provision financial support and service for service groupings and schools in relation to payments & expenditure and income & collection.
* Support the management of payment to providers via core system interfaces including Social Services, Fleet Management, Libraries and Transport systems.
* Support the development and management of technical and support service including management and development of IT systems underpinning the service seeking opportunities to improve the efficiency and effectiveness of the Payments Income & Support and Assessment & Awards teams, seeking to e-enable processes and promote self-service support the Customer First Strategy.
* To lead on the development of training across both the Payments Income & Support and Assessment & Awards teams and supporting colleagues to develop training and support.
* To lead quality assurance activities, monitor and report finding in relation to Housing Benefit, Council Tax, Council Tax Reduction and Business Rates.
* To lead and manage all aspects of appeals process, including reconsideration, in relation to Housing Benefit, Council Tax and Council Tax Reduction including the preparation, submission and presentation of appeals at the Courts & Tribunal Service and at Valuation tribunal.
* To manage an efficient and effective administrative/business support team including processing all post administration including receipting, scanning & referencing, processing staff allowances, processing mobile phone, ordering & receipting goods and co-ordination of all complaints, FOI & data requests to agree timescales.
* To implement and promote a performance management culture & framework support the development and monitoring of service plans against targets and monitoring of budgets.
* Ensure timely submission of government returns.
* To represent the Payments Income & Support team and Transactional Services at meetings and developing effect networks with key stakeholders.
* Maintaining a good working knowledge of all legislation procedures and working practises relating to Payments Income & Support and Assessment & Awards teams and the Council’s Polices & Financial Regulations.
* To lead the management and monitoring of disciplinary matters, sickness absence and other human resource issues relating to Payments Income & Support staff.
* To promote awareness and understanding of the Council’s aims, policies and procedures and be able to communicate to the staff how the service links to that vision.
* The above is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility and the competence of the post as directed by the Head of Service.

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| **Organisational responsibilities** |

* **Values and behaviours**

To demonstrate and be a role model for the council’s values and behaviours to promote and encourage positive behaviours, enhancing the quality and integrity of the services we provide.

* **Smarter working, transformation and design principles**

To seek new and innovative ideas to work smarter, irrespective of job role, and to be creative, innovative and empowered. Understand the operational impact of transformational change and service design principles to support new ways of working and to meet customer needs.

* **Communication**

To communicate effectively with our customers, managers, peers and partners and to work collaboratively to provide the best possible public service. Communication between teams, services and partner organisations is imperative in providing the best possible service to our public.

* **Health, Safety and Wellbeing**

To take responsibility for health, safety and wellbeing in accordance with the council’s Health and Safety policy and procedures.

* **Equality and diversity**

To promote a society that gives everyone an equal chance to learn, work and live, free from discrimination and prejudice and ensure our commitment is put into practice. All employees are responsible for eliminating unfair and unlawful discrimination in everything that they do.

* **Confidentiality**

To work in a way that does not divulge personal and/or confidential information and follow the council’s policies and procedures in relation to data protection and security of information.

* **Climate Change**

To contribute to our corporate responsibility in relation to climate change by considering and limiting the carbon impact of activities during the course of your work, wherever possible.

* **Performance management**

To promote a culture whereby performance management is ingrained and the highest of standards and performance are achieved by all. Contribute to the council’s Performance and Development Review processes to ensure continuous learning and improvement and to increase organisational performance.

* **Quality assurance (for applicable posts)**

To set, monitor and evaluate standards at individual, team and service level so that the highest standards of service are delivered and maintained. Use data, where appropriate, to enhance the quality of service provision and support decision making processes.

* **Management and leadership (for applicable posts)**

To provide vision and leadership to inspire and empower all employees so they can reach their full potential and contribute to the council’s values and behaviours. Managers and leaders must engage in personal development to ensure they are equipped to lead transformational change; always searching for better ways to do things differently to meet organisational changes and service priorities.

* **Financial management (for applicable posts)**

To manage a designated budget, ensuring that the service achieves value for money in all circumstances through the monitoring of expenditure and the early identification of any financial irregularity.

*The above is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility and the competence of the post as directed by your manager.*

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| Person specification |
|  | Essential | Desirable |
| Qualifications | * Level 5 or equivalent

or* IRRV Full Professional Qualification/Diploma, AAT or CIPS equivalent
 | * Management Qualification
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| Experience | * Substantial experience of working in one or more of the following areas Revenues, Benefits, AP/TPT, transactional finance, project management environment
* Proven ability to lead & manage a team
* Supervising & directing staff
* Experience of dealing with and working with internal & external stakeholders and customers
* Proven ability of working under pressure and to prescribed deadlines
* Proven ability of Introducing new systems and new ways of working
* Operating on line computer systems
 | * Previous experience of supervising staff within Revenues/Benefits/financial support/management
* Previous experience working the Enforcement Agent industry
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| Skills & Knowledge | (For customer-facing posts only: The ability to converse at ease with customers and provide advice in accurate spoken English is essential for the post.)* Detailed knowledge of Council Tax, Business Rates, Sundry Debt regulations and legislation, or
* The Care Act and social care recovery, or
* BACS regulations & PCI compliance, or
* Accounts payable/purchasing policy & procedures, or
* Insurance claims procedures; or
* Financial support/management policy & procedures
* Highly numerate with an analytical approach and able to think laterally and solve problems
* Excellent interpersonal and communication skills
* Ability to produce & present detailed reports
* Ability to manage & prioritise/reprioritise workload to ensure tasks are accurately completed within prescribed timescales
* Ability to supervise & direct staff and ensure tasks are completed accurately and within prescribed timescales
* Ability to work under pressure
 | * Knowledge of enforcement legislation; The Courts & Enforcement Act 2007 & Taking Control of Goods Regulations 2013, Taking Control of Goods Fees Regulations 2014
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| Personal Qualities | * Highly motivated & enthusiastic with the ability to work individually and as part of a team
* Flexible approach to work and problem solving
* Innovative
* Ability to take ownership and responsibility
* Caring, responsive and customer focused
* Ability to manage and resolve conflict
* Resilient
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| Other qualities | Travel is as essential requirement of the post* May be required to attend meetings/seminars away from place of work or out of the County
* May be required to work outside of normal office hours
* Will be required to undertake appropriate management training
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