

 Stockton-on-Tees BOROUGH COUNCIL		JOB DESCRIPTION
Directorate: Finance, Transformation and Performance		Service Area: Revenues, Benefits and Welfare
JOB TITLE: Team Leader Technology Enablement		
GRADE: K		
REPORTING TO: Technology Enablement & Business Rate Manager		
1.	JOB SUMMARY: To be responsible for developing, maintaining and administering the Revenues and Benefits Service's core systems, providing both innovative and creative solutions to ensure new and existing systems are used to their full potential. This will include the reconciliation of all system produced documentation. To lead on system development projects, providing operational team managers with a thorough understanding of system capabilities, driving and maintaining system automated processes.	
2.	MAIN RESPONSIBILITIES AND REQUIREMENTS	
	1	Ensure on a daily basis that all systems used by the revenues, benefits and welfare service are secure, fully operational and functioning properly, including interfaces with other software systems assisting with the design of system produced documentation and ensuring reconciliation prior to issuing.
	2	To be the primary contact for queries regarding the systems for both users and relevant software suppliers acting as liaison between the service, suppliers and Xentrall for day to day operational issues.
	3	Ensure the integrity and security of the relevant systems by proper maintenance of security access and parameter controls.
	4	To maintain a good overall knowledge of revenues, benefits and welfare legislation, including an awareness of developments in legislation and regulations affecting the service; recognising and specifying any necessary system changes.
	5	Assist with the annual billing/year end exercise for the whole service including annual uprating, mass recalculation and council tax and business rates billing.
	6	Analyse user requirements and develop and implement the appropriate solution within the chosen business system.
	7	To interpret and understand any reported issues with the systems and resolve where possible; identifying any faults or areas for improvement or enhancement that should be raised with suppliers, monitoring outcomes on an ongoing basis.
	8	To assist in the evaluation and advise on the acquisition and use of new systems and modules to achieve both service and corporate objectives.
	9	Regularly meet with the operational team managers and work closely with them to ensure the service is fully aware of the systems potential. Remaining up to date with

		system developments through attendance at the appropriate user groups, reviewing good practice and feeding back on findings making recommendations for improvement
	10	To maximise the use of existing technology and to develop new and emerging technology to improve upon the efficiency and effectiveness of the service, exploring opportunities for enhancing and improving digital delivery through all possible e-channels.
	11	Working closely with the Service Strategy and Improvement team to oversee the implementation of new systems and modules, ensuring that all software is adequately tested prior to installation and resolving any problems in a timely manner following implementation. This will include close liaison with Xentrall and Customer Services to schedule, prioritise and install the new system releases.
	12	Run and oversee the running of the payment and BACS submissions for the service including the benefit payment runs and council tax and business rates direct debit collections and notifications.
	13	To be responsible for writing and running the more complex ad-hoc system reports.
	14	To assist with business and process re-design across the service to constructively challenge existing delivery methods and to ensure that digital solutions are considered when proposing any developments to the service.
	15	To act as the Service's point of contact for Data Protection requests. To liaise with other departments on data sharing and develop arrangements to do so where appropriate.
	16	To manage the system training for the service and supervise the activities of the system and development officers and assistants, ensuring procedural manuals, user notes and training materials are suitable and delivered to all end users including those from other services.
	17	To closely monitor the individual performance of team members and to provide appropriate support, ensuring that issues of underperformance and absence management are addressed in accordance with council policies and procedures.
	18	To deputise for the Technology Enablement and Business Rate Manager as necessary.
	19	To provide supportive management to coach, develop and motivate staff to deliver high quality services
	20	To be responsible for the recruitment and appraisal of all employees for whom the postholder is personally responsible coaching, developing and motivating staff to deliver high quality services.
	21	To examine procedures, systems and methods of work on an ongoing basis recommending and introducing changes where considered appropriate.
	22	To attend working groups, liaison or other meetings as necessary in carrying out the duties and responsibilities of the post.
	23	To assist in the training and development of staff and to undertake such personal training as may be deemed necessary to meet the duties and responsibilities of the post.
	24	To ensure a culture of co-operation and effective joint working is maintained and ensure the service is customer focussed.

3. GENERAL

Job Evaluation - This job description has been compiled to inform and evaluate the grade using the NJC Job Evaluation scheme as adopted by Stockton Council.

Other Duties - The duties and responsibilities in this job description are not exhaustive. The post holder may be required to undertake other duties from time to time within the general scope of the post. Any such duties should not substantially change the general character of the post. Duties and responsibilities outside of the general scope of this grade of post will be with the consent of the post holder.

The Council's Values, Behaviours and Code of Conduct - The post holder is required to carry out the duties in accordance with the Council's Values and Behaviours, our code of conduct, professional standards and promote equality and diversity in the workplace.

Corporate Parenting - As Corporate Parents, we have the same ambition and high aspirations for all children in our care and care experienced young people: that Stockton-on-Tees is a great place to grow up, where children and young people are protected from harm and supported to be the best they can be in life.

Personal Development – As defined by the Council's Culture Statement, all employees will take responsibility for their own development

Customer Services – The post holder is required to ensure that all customers both internal and external, receive a consistently high-quality level of service, commensurate to the standards required by Stockton-on-Tees Borough Council.

Policies and Procedures - The post holder is required to adhere to all Council Policies and Procedures.

Health and Safety - The post holder has a responsibility for their own health and safety and is required to carry out the duties in accordance with the Council Health and Safety policies and procedures.

Safeguarding - All employees need to be aware of the possible abuse of children and vulnerable adults and if you are concerned you need to follow the Stockton Council's Safeguarding Policy. In addition, employees working with children and vulnerable adults have a responsibility to safeguard and promote the welfare of children and vulnerable adults during the course of their work.

	Name:	Signature:	Date
Job Description written by: (Manager)	Michelle Connolly		October 2022
Job Description agreed by: (Post holder)			

			
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Job Description dated October 2022

PERSON SPECIFICATION

Job Title/Grade	Team Leader Technology Enablement	K
Directorate / Service Area	Finance, Transformation and Performance	Revenues, Benefits and Welfare

	ESSENTIAL	DESIRABLE	MEANS OF ASSESSMENT
Qualifications	Educated to degree level or the equivalent level of knowledge and skill gained through substantial demonstrable direct work experience.	- A relevant further or higher education qualification relating to systems development or project management. - IRRV Honours qualification	Application form
Experience	- Experience of managing and delivering projects. - Experience of developing and implementing new systems - Experience of implementing change and achieving improvements in service delivery. - Experience of working effectively with others to deliver improved outcomes. - Experience of applying theoretical knowledge to practical applications.		Application / Interview
Knowledge & Skills	Strong grasp of ICT especially in relation to new and emerging areas	Broad knowledge of related legislation including council tax, housing benefits, non-domestic rates, data protection and freedom of information.	Application / Interview

	• Well-developed influencing, negotiation and communication skills with the ability to present complex information in a clear and precise manner. • Ability to prioritise and organise workload and manage conflicting demands. • Ability to analyse data and financial information and to meet challenging targets. • Ability to remain calm whilst working in a demanding environment. • Well-developed understanding of the need to ensure compliance with statutory requirements in processes and procedures. • To be able to form a judgement in sometimes difficult and complex circumstances, taking account of a range of information and legislation sources and conflicting aims and objectives. • Ability to carry out work in a structured detailed methodical and accurate and that systems will stand up to external scrutiny.		
Specific behaviours relevant to the post	• Demonstrate the Council's Behaviours which underpin the Culture Statement. • High degree of personal and professional probity, integrity and credibility.		Application / Interview

	• A demonstrable commitment to the delivery of quality services and continuous improvement. • The personal demeanour and credibility which inspires confidence and motivates colleagues. • Handle difficult situations in a sensitive way. • Ability to develop and encourage others to realise their full potential. • A positive attitude toward change, co-workers, the workplace and the tasks of the job.		
Other requirements	• Able to vary working hours to incorporate evening and weekend work if required. • This post is subject to a Baseline Personnel Security Standard (BPSS) Check, which includes a Verification of Criminal Record check (unspent convictions only).		

Person Specification dated October 2022

 Stockton-on-Tees BOROUGH COUNCIL	KNOWN RISKS FOR THIS ROLE
DIRECTORATE: Finance, Transformation and Performance	SERVICE AREA: Revenues, Benefits and Welfare
JOB TITLE: Team Leader Technology Enablement	
GRADE: K	
JOB LOCATION / BUILDING: Dunedin House	
REPORTING TO: <i>Technology Enablement & Business Rates Manager</i>	

The following are the known risks for this role as identified through a Risk Assessment. More than one risk may apply. Where there are no known risks, this will be indicated.

Known Risks - which require Baseline Health Surveillance Screening before or at start of employment and ongoing health surveillance with Occupational Health		
Known Risk	Yes	No
Noise: Employee is likely to be regularly exposed to noise above the exposure action level. (Daily or weekly exposure of 85dB)		✓
Vibration: Employee will be exposed to vibration above the daily Exposure Action Value (EAV) of 2.5m/s ² A(8) 9		✓
Respiratory: Employee will be exposed to Hazardous Substances such as machine generated wood dust, mineral dust, solder flux, glues, resins, cutting oils, latex. (Those working with respiratory/skin irritants or sensitizers as defined by COSHH)		✓

Known Risks which require a Medical Assessment with Occupational Health prior to starting employment and ongoing assessment during employment.		
Known Risk	Yes	No
HGV/LGV/Fork Lift Truck/Passenger Carrying Vehicle/Minibus (Group 2) Licence Drivers: Employee will be required to drive an HGV/LGV/FLT/PCV/Minibus.		✓
Asbestos: Employee likely to be exposed to asbestos. Work with asbestos' includes: ○ Work which removes, repairs, or disturbs asbestos ○ Ancillary work (work associated with the main work of repair, including maintenance work on equipment) ○ Supervisory Work (work involving direct supervision over those removing, repairing, or disturbing asbestos)		✓

Known Risk	Yes	No
Lead: Employee likely to be exposed to lead or lead based products (handling, processing, repairing, maintenance, storage, disposal) The lead must also be in a form in which it is likely to be: ○ Inhaled, e.g., lead dust, fume or vapour. ○ Ingested, e.g., lead powder, dust, paint or paste; or ○ Absorbed through the skin, e.g., lead alkyls or lead naphthenate. The regulations do not apply to work with materials or substances containing lead where, because of the nature of the work, lead cannot be inhaled, ingested, or absorbed.		✓
Confined Spaces - Safety Critical: Employee will be required to work in a confined space where specialist equipment or breathing apparatus is needed.		✓
Working at Heights - Safety Critical: Employee will be required to work at a height .		✓
Blood-borne viruses: Employee is at risk of exposure to Blood-borne viruses e.g., needle stick injury, human bite, contact with human blood or other bodily fluids and sewerage.		✓

Other Known Risks		
Known Risk	Yes	No
Council Vehicles or transport that does not require a Group 2 licence: Employee will be required to drive a Council vehicle or regularly transport service users/clients/pupils in their own vehicle as part of normal duties.		✓
Food Handlers: Employee will be preparing and handling food <i>Food Handlers Questionnaire to be completed and sent to Occupational Health</i>		✓
Night Workers: Employee will be regularly working at night <i>Optional Night Worker Questionnaire available</i>		✓
Lone Working (including Home Working): Employee will be required to work alone.	✓	
DSE Users: Employee will be required to use Display Screen Equipment (DSE) <i>DSE Training and assessment should be completed on commencement – arranged by manager</i>	✓	
Any Other: Please identify any other known risks associated with this job role.		✓

As the manager of this post, I declare that the details above are an accurate reflection of the risks associated with the post.

Signature of Manager: S Harrison

Date: 12.8.26

For any queries related to this form, please refer to the Known Risk Managers Explanatory Notes, or email the Occupational Health Department: Occupational.Health@stockton.gov.uk