

Job Description and Person Specification

Systems & Compliance Manager

Job Details	
Grade	8
Service	Revenues & Benefits
Location	City Wide
Job Evaluation Code	A5733

About Coventry City Council

We expect everyone who works for us to be committed to our One Coventry values and to share our commitment to becoming a more diverse and inclusive organisation:

Open and fair: We are open, fair and transparent.

Nurture and develop: We encourage a culture where everyone is supported to do and be the best they can be.

Engage and empower: We engage with our residents and empower our employees to enable them to do the right thing.

Create and innovate: We embrace new ways of working to continuously improve the services we offer.

Own and be accountable: We work together to make the right decisions and deliver the best services for our residents.

Value and respect: We put diversity and inclusion at the heart of all we do.

About the Service your team will provide

Ensure robust audit regimes are developed and maintained and that the service meets its obligations in respect of all statutory and non-statutory reporting.

Ensure the service complies with relevant legislation in respect of housing benefit administration and data protection in order to minimise subsidy loss.

Support the Head of Revenues and Benefits in the overall management of the Revenues and Benefits Service.

Main Duties & Key Accountabilities

Managing the annual housing benefit subsidy audit. Liaising with the external auditor to ensure timely and accurate completion of the subsidy return to the Department for Works and Pensions.

Supporting the Council's digital agenda by identifying and implementing new technologies.
Leading, inspiring and motivating staff and promoting a culture that is positive and result-orientated. Developing and improving service provision to ensure customer need is at the centre of service delivery.
Interpreting and implementing changes in legislation and regulatory requirements and develop policy initiatives to improve services. Ensure that documented procedures are in place to enable the council to demonstrate its compliance with its statutory obligations.
Providing expertise and professional guidance to the Leadership Team and elected Members. Plan, forecast and analyse expected service need, based on legislative and statistical outcomes.
Agreeing and communicating targets and implementing performance monitoring procedures to achieve improved quality and standards of service. Ensure specific objectives are set for staff, and performance is regularly monitored through one to one meetings and the appraisal process.
Participating in, and leading on recruitment, ensuring adequate service provision at all times.
Identifying training and development needs of staff. Ensure that adequate support is provided and that work is validated to an agreed standard.
Representing the leadership team at meetings with elected members, senior managers and stakeholders, central Government departments, and other public and private sector organisations.
Contributing to the management of cost centre budgets for the service area. Demonstrate sound financial management to ensure the efficient use of resources.
Preparing high quality reports, presentations and briefings for Leadership Team, elected members and other stakeholders as required.
Leading and developing relationships with internal and external partners, service providers and the wider community in order to deliver a high quality service.

Key Relationships

External:	Customers, Government Departments, Advice Agencies, service providers
Internal:	Elected members, Council employees and managers

Standard Information

Post holders will be accountable for carrying out all duties and responsibilities with due regard to Code of Conduct, Safeguarding, Health & Safety and the City Council's Workforce Diversity and Inclusion Policies. Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines.

Training

The postholder must attend any training and undertake any development activities that are identified as mandatory/beneficial to their role.

Responsible for

Team Manager Systems Support Team, Senior Benefits Officer (3.9 FTE)

Person Specification

Requirements	
Knowledge	Possess an in depth working knowledge of relevant legislation and associated policies. Have knowledge of external audit reporting requirements .
	Possess knowledge of the Council's statutory and political responsibilities in relation to the Revenues and Benefits Service.
Skills And Ability	Possess highly developed communication, management and leadership skills. Have effective motivational skills and the ability to lead by example.
	Possess excellent analytical and problem solving skills. Have the ability to collate, analyse and interpret complex information and financial data.
	Possess financial management skills to ensure value for money across the service.
	Have the ability to introduce innovative solutions to improve service delivery.
	Possess excellent planning and organisational skills and the ability to self-manage conflicting priorities and deadlines.

	<p>Possess highly effective negotiating and influencing skills with the ability to forge effective partnerships across the public, private, voluntary and community sectors.</p>
	<p>Have the ability to embrace new technology, to drive forward new ways of working and enhance service provision</p>
<p>Experience</p>	<p>Demonstrate a track record of continuous improvement, innovation and creativity in leading and delivering high quality revenues and benefits services.</p>
	<p>Have experience of managing a range of functions within an organisation at senior level, including financial and human resource management.</p>
<p>Qualification</p>	<p>Appropriate management, professional or post qualification relevant to the post or significant professional experience.</p>