

Job Description and Person Specification

Policy and Project Manager

Job Details	
Grade	GRD7
Service	Revenues & Benefits
Location	City Wide
Job Evaluation Code	A5539

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.

Job Purpose
To support the strategic direction and management of the Revenues and Benefits Service. Carry out research, compile reports and project manage change initiatives, strategy and policy development.

Main Duties & Key Accountabilities
Supporting the Head of Revenues and Benefits, and Senior Operational Managers, in the strategic direction and management of the Revenues and Benefits Service. Contributing as a member of the leadership team - critically reviewing and providing solutions to continually improve the performance of

the services.
Identifying new technological and digital enhancements and solutions. Coordinate and lead the procurement and implementation of relevant technologies to support the Council's wider channel shift and digital agenda.
Developing and maintaining effective and accurate provision of performance information. Providing briefing material and formal reports.
Representing and supporting the Leadership Team at meetings with Elected Members, senior managers and other stakeholders, including public meetings.
Advising and supporting the Leadership Team in operational planning, performance management and strategy of the service as required.
Conducting research, compiling reports and project managing work on behalf of the Revenues and Benefits service.
Analysing and recommending action to support legislative changes and corporate initiatives, liaising with other stakeholders as required.
Participating in and leading, where appropriate, meetings with consultation groups, and other stakeholders to support new initiatives, service provision and project delivery.
Supervising, motivating, training and developing team members to meet service objectives and maximise performance, including recruitment, induction and appraisals.

Key Relationships

External:

Internal:

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.
- attending any training and undertaking any development activities that are identified as mandatory/beneficial to their role.
- any other duties and responsibilities within the range of the salary grade.

Responsible for

N/A

Person Specification

Requirement Type	Requirement
Knowledge	Possess an in -depth knowledge the relevant legislation.
Knowledge	Possess a good understanding of the principles and practice of performance management, project management and continuous improvement in a complex service
Knowledge	Possess knowledge of current, potential and proposed legislative developments affecting the Revenues and Benefit service
Skills And Ability	Possess highly developed communication skills, written, oral and presentational
Skills And Ability	Possess the ability to think analytically and strategically.
Skills And Ability	Possess the ability to understand and interpret written information, numerical data and statistics and prepare reports to assist decision making
Skills And Ability	Possess excellent people management and interpersonal skills
Experience	Possess experience of analytical research and presenting findings to provide creative business solutions which have resulted in service improvements
Experience	Experience of negotiating, developing, managing and delivering projects.
Experience	Experience of managing people
Experience	Possess significant experience of working in a revenues and benefits, project management or finance environment (or similar)
Qualification	Evidence of continuous professional development
Special Requirements	Undertake a successful Basic Disclosure from Disclosure Scotland (DBS) check will be required.