

Revenues & Welfare Applications Lead – Revenues

Job Description

Position Pay Level: 8

Position Pay SCP: 36 - 41

Salary: £49,868 - £55,273 (Inclusive of Local Weighting Allowance of £1,130 per annum)

Reports to: Revenues and Welfare Systems and Control Manager

Responsible for: Maintenance of core Revenues and Welfare systems

Financial Responsibilities: The post is responsible for the maintenance of the Revenues and Welfare systems, involved in the collection of Council Tax and spend on Housing Benefit of c. £348m across Revenues, Business Rates and Benefits

Main purpose of Job:

- As a Revenues and Welfare Systems Lead, you will work to support the Revenues and Welfare Services Systems and Control Manager at a senior level, providing expert technical knowledge and organisation skills, to support the work of the section and the development of the service.
- The role covers both Revenues and Welfare, and you will be the lead for matters impacting Revenues, whilst providing support as needed, with Welfare functions.
- To support and develop the use of the core Revenues and Welfare system, currently MRI, formerly Capita, and support with the document management system currently Civica360
- To provide technical system administration expertise, comprehensive database/SQL knowledge and exceptional investigative skills enabling system support and detailed advice in relation to Revenues and Welfare systems and digital services.
- To support the Revenues and Welfare Systems and Control Manager on technical aspects of service delivery, including the planning and delivery of significant projects such as annual billing and end of year processes and modelling for future schemes such as Council Tax support.

Main Accountabilities:

1. To be responsible for the configuration and amendments to all system databases including parameter changes, configuration, templates, etc. To Investigate and fix system faults and follow up system faults with IT or the system supplier as required and ensuring adequate disaster recovery and contingency plans are in place.
2. To liaise with the authority's ICT services, external system providers and other suppliers of system related services with a view to scheduling work and systems upgrades to accord with Revenues and Benefits programmes and priorities, ensuring that technical difficulties associated with such works are minimised.
3. Develop and produce systems reports and information as required. Including running of standard batch reporting, interrogation of the system databases by SQL and write ad-hoc complex SQL scripts for FOI reports or to correct system/case level issues.
4. Assist in preparing training material relating to systems and their use.
5. Monitor system usage to ensure compliance with data security and integrity controls.
6. Extract financial and qualitative data from Revenues and Welfare systems in preparation for returns to Department for Work and Pensions, MHCLG, CIPFA, for Freedom of Information requirements and for internal use.
7. To be responsible for System batch work:
 - Scheduling nightly batch programs
 - Running daily ad-hoc batch processes
 - Distribution of generated reports
 - Monitoring of overnight batch (correct and re-run as appropriate)
 - Creation/alteration of batch queues
 - Improvements to batch schedule
 - Extraction of direct debit details for benefits including overpayments
8. To be responsible for management of reported issues to resolution, to include front end or SQL/QBF correction of integrity issues and database errors and the implementation of Bug Fixes.
9. Application changes (New releases and patches) to be responsible for:
 - System testing (system admin)
 - To supervise and sign off user acceptance testing
 - Liaising with DBA's
10. Interfaces – to be responsible for the maintenance of all Revenues and Welfare system interfaces including investigation of issues to resolution.

11. To be responsible for design and implementation of new interfaces for example for digital services, or for integration of refunds with the Corporate Financial system currently Agresso.

12. System access – to be responsible for:

- Creation/removal of users and levels of access
- Alteration of user permissions

13. To lead on the system provision for annual billing and year end activities in tandem with the Revenues and Welfare Services Systems Control Manager, including support with development of a work plan which includes system downtime, UAT and contingency planning.

14. To oversee systems checks taking place out of hours and report issues that may affect downtime to the service prior to the beginning of the working day.

15. To be responsible for scheduling and running of system housekeeping jobs including optimisation, batch program removal and document archiving to ensure systems meet audit security requirements.

16. To be responsible for the Document Management System to ensure the system is set up and configured to meet the demands of Revenues and Welfare teams:

17. To undertake any other duties that may reasonably be requested appropriate to the grade

18. Commitment to working within the bounds of the Data Protection Act and GDPR legislation at all times with responsibility for responding to FOI requests

Person Specification:

Revenues and Benefits Application Lead - Revenues

Area	Description	Essential/ Desirable	Method: Application (A) Interview (I) Test (T)
Experience	Significant experience of working as a Revenues and Welfare Systems Officer (or equivalent) for a Local Authority or outsourced provider within the last 2 years	E	A/I
	Experience of working in a customer focused role with a good understanding of customer	E	A
	A proven track record of building strong relationships with the ability to influence change that meets the needs of customer	E	I
	Experience of using data sources and tools to manipulate and present statistical data to non- technical users such as Microsoft tools, Power Bi	E	A
	Experience of maximising the use of IT based solutions to enhance and improve the service to the customer, including use of AI and Copilot where suitable	E	A/I
	Experience and competency in the use of databases and methods of data extraction e.g. SQL, Access reports	E	A/I
	Evidence of success in identifying and/or delivering service improvements	E	A/I
	Significant experience of using the MRI (minimum 2 years), formerly Capita, system (Revenues and Welfare) system, within the last 2 years.	E	A/I
Skills and abilities	Highly developed ability to prioritise, problem solve, work under pressure and to tight deadlines in a constantly changing environment	E	A
	Highly developed ability to work on own initiative and plan and organise own workload, delivering high-quality results to challenging timeframes	E	A
	Ability to be resilient, react and respond to any change positively	E	A/I

Area	Description	Essential/ Desirable	Method: Application (A) Interview (I) Test (T)
	Ability to work collaboratively, working across teams and functions to develop shared solutions to deliver wider organisational goals.	E	I
	Ability to identify improvements in processes and provide new solutions to existing processes that improve efficiency and customer experience	E	A
	The ability to communicate effectively with a wide range of customers and stakeholders, including political leaders where necessary	E	A/I
	Excellent presentation skills, both written and verbal	E	A/I
Knowledge and understanding	Detailed and advanced understanding of the rules, legislation and caselaw used by Revenues and Benefits	E	I
	Detailed knowledge of Data Protection/GDPR & Freedom of Information Acts	E	A
	Extensive knowledge of Microsoft Office, and data analysis tools	E	A/I
	An excellent understanding of modern ICT tools and their application in a similar working environment	E	A/I
	Highly developed knowledge of the MRI (Revenues and Welfare) system	E	A/I
	Detailed knowledge of the Civica360 document management system	E	A/I
	A thorough understanding of local government services.	E	A
Qualifications	Educated to degree level in areas such as data science, information systems or software engineering, or significant equivalent experience in relevant roles	E	A/I
	A professional qualification in either Revenues or Benefits such as IRRV Diploma	E	A