

**PERSON SPECIFICATION**

**Job Title: Operation Manager (Billing and Benefits)**

	Essential	Desirable
<b>Qualifications &amp; Experience</b>	<p>Full IRRV or IRRV Technician or equivalent work based experience</p> <p>Minimum GCSE Maths &amp; English or equivalent</p> <p>Experience managing Revenues or Benefits Teams to achieve Service Plan outcomes.</p> <p>Minimum 3 years relevant management experience.</p>	<p>Experience of working within Revenues and/or Benefits services.</p> <p>Experience in selection interviews for internal and external vacancies</p>
<b>Knowledge</b>	<p>In depth knowledge of Council Tax, Housing Benefit, Council Tax Support and DHP legislation, guidance and case law.</p> <p>An in depth knowledge of the relevant procedures and processes.</p> <p>Extensive knowledge &amp; experience of software applications used within the service.</p> <p>Full knowledge and understanding of DWP performance requirements</p>	<p>Knowledge of Housing Benefit Subsidy regulations and calculation, including extensive experience of completing subsidy returns and liaising with Auditors regarding subsidy queries.</p>
<b>Skills</b>	<p>Ability to work on own initiative, to be proactive and to react to service delivery</p> <p>Ability to prioritise workload effectively under pressure and meet deadlines and targets.</p> <p>Ability and experience to manage employees and resources across multiple teams to achieve Service Plan.</p> <p>High level of numeracy and literacy.</p> <p>Ability to work under pressure and be flexible to deal with unforeseen and urgent demands.</p>	<p>Excellent presentation, interpersonal and written skills</p>

	<p>Ability to work constructively with other departments, ability to manage complex cases, to understand and react to Service delivery.</p> <p>Ability to identify innovative approaches to service delivery</p> <p>Ability to identify trends and make appropriate practical adjustments / recommendations</p> <p>Competent in all aspects of staff development, performance reviews, employee relations and training</p>	
<b>Delivering excellent Customer Service</b>	<p>Demonstrate experience or understanding of customer care</p> <p>Demonstrate ability to deal with customer enquiries in an appropriate, diplomatic and professional manner</p>	
<b>Health, Safety and Welfare</b>	<p>Able to demonstrate good general understanding of Health, Safety and Welfare policies and procedures</p> <p>Demonstrate ability to achieve a good work life balance for self and for team</p>	
<b>Striving for Continuous Improvement</b>	<p>Commitment to a learning culture</p> <p>Able to give examples of flexible and positive response to change</p> <p>Willingness to learn and to improve</p>	
<b>Diversity and Equality</b>	<p>Ability to understand the concept of diversity and respect for others and be committed to these issues</p>	
<b>Communicating effectively</b>	<p>Effectively communicates relevant information to others</p> <p>Able to respond to varying levels of understanding from customers</p>	
<b>Attitude</b>	<p>To demonstrate a positive attitude and promote and adhere to the workplace values of our organisations.</p>	

<p><b>Other special requirements</b></p>	<p>Post requires unaccompanied site visits across partnership, external providers and events.</p> <p>Will require satisfactory enhanced DBS check Required to meet Baseline Standard government security check (identified posts only)</p>	<p>Trained in the use of Revenues &amp; Benefits Capita processing and Civica Document Imaging systems.</p>
--	--	---

