

**Manchester City Council  
Role Profile**

**Senior Systems and Subsidy Manager, Grade 10  
Revenues and Benefits, Corporate Services Directorate  
Reports to: Head of Corporate Revenues  
Job Family: Transactional Back Office**

**Key Role Descriptors:**

This role will provide leadership and management to a designated service area, maintaining a focus on achieving performance in line with national, corporate and service level measures.

The role holder will ensure that end-to-end processes are managed, improved, optimised and delivered against challenging Service Level Agreements and Key Performance Indicators.

The role holder will deliver an effective, professional function establishing excellent relationships with customers and stakeholders and ensuring the delivery of high quality customer focused services.

**Key Role Accountabilities**

Provide leadership to assigned functions to ensure that they are responsive to business needs and that continuous improvement to service delivery is achieved.

Provide specialist advice and guidance to colleagues across the organisation, accounting for factors and elements beyond their direct control and area of specialism to support a whole council approach to decision making.

Ensure that the organisational direction of travel and agreed policies / procedures are embedded within work delivered across the assigned service area, including consideration of Public Service Reform principles.

Use robust and effective analysis of information to inform strategic objectives in relation to the assigned service area, ensuring that advice to client services is in line with current legislation and organisational direction.

Develop and deliver process improvement plans and strategies in accordance with agreed time, quality, budget and other performance criteria, in order to develop a centre of excellence for transactional back office support within the Council.

Effectively commission work packages both within their service area and from other service areas / organisations in order to provide a holistic approach to advice and ensure that all factors are accounted for in the decision making processes of the organisation.

A strong and clear advocate for the organisation's *m people* approach.

Roles at this level will be required to manage a range of assigned resources, which may be human, financial or other, to ensure continuous improvement in service delivery. Staff management duties may be either through direct line management of a team (including appraisals, performance management and other duties) or through matrix management of a virtual team of officers.

Personal commitment to continuous self development and service improvement.

Through personal example, open commitment and clear action, ensure diversity is positively valued, resulting in equal access and treatment in employment, service delivery and communications.

**Where the role holder is disabled, every effort will be made to supply all necessary aids, adaptations or equipment to allow them to carry out all the duties of the role. If, however, a certain task proves to be unachievable, job redesign will be fully considered.**

**Role Portfolio:** The Systems and Subsidy Team provides technical and management information support to the Revenues and Benefits Service. The team comprises of a Senior Systems and Subsidy Manager, a Subsidy and Information Manager, 2 System Admin Officers, 3 Systems Admin Assistants, and 2 Business Analysts.

The overall priorities of the service are to:

- Provide fast, accurate and efficient services that are good value for money, meet the Council's aims and follow recognised best practice.
- Improve the accuracy and speed of how we do things.
- Collect the maximum amount of money owed to the Council.
- Extend customer self-service options and maintain close links with the Customer Service Organisation.
- Reduce fraud by using effective processes to prevent, detect and investigate fraud.
- Work with partners and customers to promote in-work benefits and assist residents to reach their full potential in employment.
- Involve customers, partners and stakeholders in developing the service and improving our performance.
- Work with our customers and stakeholders to keep claim and account details accurate and up to date.
- Support residents with welfare reform changes and the transfer to Universal Credit.
- Make best use of funding for discretionary awards to mitigate the impacts of welfare reforms and other hardship.

The Senior Systems and Subsidy Manager role is primarily responsible for:

- Providing leadership and direction to the Systems and Subsidy Team.
- Providing professional advice, direction and guidance on Housing Benefit subsidy matters.
- Offering strategic advice and direction and providing strategic technical consultancy, procurement and supplier management expertise for ICT products and projects applying to the Revenues and Benefits Unit.
- Providing strategic support to the council's corporate approach to external regulatory and inspection processes, and internal governance processes.
- Represent and advocate for Manchester at various levels, including working groups, software user group meetings, forums, stakeholder liaison meetings, conferences and supplier meetings, etc.
- To operate as a custodian of compliance for the Revenues and Benefits Unit.
- They will also have a major role to play in the wider management and strategy development of the Corporate Revenues and Corporate Assessments Services.

## Key Behaviours, Skills and Technical Requirements

### Our Manchester Behaviours

- We are proud and passionate about Manchester
- We take time to listen and understand
- We 'own it' and we're not afraid to try new things
- We work together and trust each other
- We show that we value our differences and treat people fairly

### Generic Skills

- **Communication:** Ability to build and maintain strong networks of support both internally and externally and to forge effective partnerships with external agencies, voluntary and statutory, and key stakeholders for the continuous improvement of services. Ability to harness the full commitment and responsibility of key stakeholders in delivering the vision of excellence for the city.
- **Planning and Organising:** Sets clearly defined objectives, plans activities and projects well in advance and takes account of changing circumstances; identifies and organises resources and manages time effectively monitoring performance against milestones and deadlines. Ability to manage a complex range of functions and manage multiple priorities with confidence.
- **Project Management:** Proven skills in effective contract management, including the ability to identify and recommend the most appropriate form of contract to satisfy the procurement strategy and keep in line with organisational procedures and legal requirements.
- **ICT Skills:** Ability to establish the contribution that ICT can make to business objectives including the conduction of feasibility studies and the preparation of business cases.
- **Problem Solving and Decision Making:** Ability to react to immediate problems of a highly complex nature with associated risk factors and deliver pragmatic solutions sometimes under extreme pressure. Uses creative ability to find solutions and whilst considering policy and procedure is also confident in adopting (and justifying) novel or non standard approaches.
- **People Management:** Effective development, management and motivation of staff within service area, providing leadership and planning for the work of a service based function or Council wide team. Establishes clear targets and monitors progress to ensure continuous improvement in service delivery.
- **Creative Skills:** Thinks creatively to plan and examine potential business processes and operating models and to develop a range of creative and original solutions that meet the strategic needs of the business.
- **Strategic Thinking:** Ability to identify patterns, trends and long term possibilities; can create and shape a vision of the future that fits in with the Council's long term objectives and is able to articulate strategy to a wider audience. The ability to translate vision into strategy and strategy into action.

### Technical Requirements (Role Specific)

- Knowledge of the Housing Benefits subsidy regime.
- Considerable knowledge and significant understanding of the legislative framework and key issues relevant to the delivery of Housing Benefit, Council Tax and Council Tax Support.
- Strategic and operational knowledge of relevant ICT systems linked to the administration and delivery of Housing Benefit, Council Tax and Council Tax Support.
- Experience of leading the implementation of artificial intelligence, robotic process automation or other novel automation technology in a revenues and benefits context.
- Prince 2 qualification or extensive recent experience of leading and delivering business change.