

## PERSON SPECIFICATION

**Job Title: ARP Operations Manager – Benefits and Council Tax billing**

	Essential	Desirable
<b>Qualifications, Knowledge &amp; Experience</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>Experience managing Revenues or Benefits Teams to achieve Service Plan outcomes.</p> <p>Minimum 3 years relevant management experience.</p> <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 communication, numeracy and literacy skills.</p> <p>Ability to be flexible to deal with unforeseen and urgent demands.</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>Knowledge of Housing Benefit Subsidy regulations and calculation, including extensive experience of completing subsidy returns and liaising with Auditors regarding subsidy queries.</p> <p>Experience of working within Revenues and/or Benefits services.</p> <p>Experience in selection interviews for internal and external vacancies.</p> <p>Excellent presentation, interpersonal and written skills</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>Achieving Results</b>	Demonstrate a positive desire to achieve results	
<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> <p>Be able to remain calm during stressful situations</p>	Customer Care training
<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>	
<b>Diversity and Equality</b>	Ability to understand the concept of diversity and respect for others and be committed to these issues	
<b>Improving own Learning and Development</b>	Willingness to learn and to improve	
<b>Other special requirements</b>	Will require satisfactory enhanced DBS check Required to meet Baseline Standard government security check (identified posts only)	Trained in the use of Revenues & Benefits Capita processing and Civica Document Imaging systems

	Post requires unaccompanied site visits across partnership, external providers and events.	
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