

## JOB DESCRIPTION



<b>DIRECTORATE</b>	Deputy Chief Executive
<b>SERVICE</b>	Revenues and Benefits
<b>POST NUMBER</b>	TBC
<b>POST TITLE</b>	Revenues and Benefits Systems Administrator
<b>POST GRADE</b>	Local Salary Scale PO1
<b>CONDITIONS OF SERVICE</b>	National Joint Council (NJC) for Local Government Services as amended locally
<b>RESPONSIBLE TO</b>	Revenues and Benefits Manager
<b>RESPONSIBLE FOR</b>	Revenues Systems Control Assistant
<b>JOB PURPOSE</b>	To ensure the effective management, control and administration of the Council's Computerised Revenues and Benefits systems. Making sure that the systems remain operational, and any down is minimal.

<b>MAIN AREAS OF WORK</b>	
<b>1</b>	System Administration of the Core Revenues and Benefits and Document Management systems including identifying areas for development.
<b>2</b>	Scheduling of batch routines including document production, integrity checks and system reconciliations
<b>3</b>	Scheduling of Benefit payment runs, cash postings and refunds ensuring full financial reconciliation.
<b>4</b>	Management of direct debit and Auddis processing including running and control prior to transmission to BACS and receipt of returned BACS and failed DD's for resolution.
<b>5</b>	Provide statistical information necessary to complete returns to Government and other organisations including the NDR3 and QRC4
<b>6</b>	When required set up bespoke reports using SQL and insight.
<b>7</b>	Assist in the provision of management information and evidence for auditors and other relevant parties, interrogating the data as required.
<b>8</b>	Undertake year end processing including inputting of parameters for Benefits, Council Tax and Business Rates, running of main billing, liaising with the Councils print and mailing supplier and other relevant tasks.
<b>9</b>	Setting up of new users on the system, general maintenance of users, password control and the maintenance of permissions.
<b>10</b>	Maintain document templates in respect of Council Tax, Benefits and Business Rates notifications
<b>11</b>	Liaise with suppliers and the Councils IT Department to resolve any system issues, including arranging fixes and new releases/products to be installed.

<b>12</b>	Assist with the testing of new releases and products making sure that all functionality is working as expected.
<b>13</b>	Provide general help and advice to users on the Core Revenues and Benefits and Document management systems.
<b>14</b>	When required and as part of flexible working – to work within other Services and Directorates in support of the Council’s overall objectives and projects
<b>15</b>	To co-operate with Managers in the implementation of the Council’s Health and Safety Policy. The responsibilities of Managers in respect of this are set out in the Council’s Health and Safety Manual
<b>16</b>	To undertake any other duties for which the post holder is competent and which the Service Manager considers necessary for the effective and efficient delivery of the Service

## PERSON SPECIFICATION



<b>POST TITLE</b>	Revenues and Benefits Systems Administrator	
<b>DIRECTORATE</b>	Deputy Chief Executive	
<b>SERVICE</b>	Revenues and Benefits	
<b>POST GRADE</b>	Local Salary Scale	
	<b>Essential</b>	<b>Desirable</b>
<b>Qualifications</b>		
Good level of general education	X	
Relevant formal training in system administration and/or database management	X	
IRRV Revenues/Benefits Technician		X
<b>Experience</b>		
Minimum five years' experience in a revenues and benefits environment.	X	
Proven experience of the administration of complex computerised systems including batch processing and the scheduling of routines, preferably in a revenues and benefits context	X	
Minimum of 2 years' experience of working at a senior level.	X	
<b>Skills and Abilities</b>		
Good organisational skills	X	
Excellent communication and presentation skills including the ability to convey technical information to non-technical stakeholders.	X	
Ability to troubleshoot technical issues and provide effective solutions	X	
Strong knowledge of database management	X	
Strong organisational skills with the ability to prioritise and manage multiple tasks	X	
Ability to work within tight deadlines	X	
<b>Training</b>		
Use of MS Office including Word and Excel	X	
Revenues and benefits IT Systems		X
<b>Knowledge</b>		
Up to date knowledge of relevant legislation relating to Revenues and Benefits	X	
Revenues and Benefits IT systems		X
Local government functions and responsibilities		X