

## Job Description

Job title	Principal System Support Officer
Directorate	BUSINESS : Business Support
Division	Council Tax and Business Rates
Range	MPR 5
Reports to	System Support Manager

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### Main purpose of the job:

To ensure the efficient running of the Revenues and Benefits IT systems, including all associated processes for the collection and billing of Council Tax and Business Rates, and the calculation and payment of Housing Benefit and Council Tax Reduction. To manage the Processing and Controls Officer and oversee all associated controls. Research and develop revenues and benefits systems in order to maximise the benefits of automation for both staff and residents in the most economic and effective manner.

Liaise with stakeholders in a way that promotes the [vision and values](#) of the Council.

### Accountabilities and outcomes:

Manage the Processing and Controls Officer, providing supervision, support, training and motivation.

Ensure all batch computer processes are carried out in accordance with legislation, by devising timetables and resourcing, including the collection of direct debit payments, payment of benefit, and production of bills and recovery notices. Maintain controls and undertake reviews to ensure data quality. Provide data for statistical and statutory returns for internal and external customers.

Develop, implement and update procedures and controls to meet the audit framework and liaise with accountants and auditors to assist with their work.

Liaise with the council's printers to ensure documents are issued within agreed timescales and that all templates are kept up to date to meet current legislation and Management policies.

Liaise with the Revenues and Benefits system providers and council's ICT service to ensure system issues are resolved promptly and downtime is minimised.

Administer and develop existing NEC systems and other business partner systems in use within Revenues and Benefits, testing and implementing new software releases to ensure they are delivered in line with the required timescales.

Identify opportunities for new or improved systems, processes and procedures, project managing the implementation of any such systems and designing associated procedures

Assist, and advise on, annual council tax and business rate billing under the direction of the System Support Manager.

At the discretion of the Head of Service, such other activities as may from time to time be agreed consistent with the nature of the job described above.

### Key Corporate Accountabilities:

To work with colleagues to achieve service plan objectives and targets.

To understand and actively keep up to date with GDPR responsibilities, including completing regular refresher training.

Safeguarding is everyone's responsibility: all employees are required to act in such a way that safeguards the health and well-being of children and vulnerable adults.

To participate in the Performance Appraisal process and contribute to the identification of own and team development needs utilising the Career Development Framework.

To actively promote the Council's Fair Access, Diversity and Inclusion Policy and observe the standard of conduct which prevents discrimination taking place.

To ensure full compliance with the Health and Safety at Work Act 1974, the Council's Health and Safety Policy and all locally agreed safe methods of work.

To fully understand and be aware of the commitment to the duty under Section 17 of the Crime and Disorder Act 1998 to prevent crime and disorder.

Promote the Medway Carbon Neutral by 2050 commitment; supporting the Council action plan to ensure we play our part in addressing the climate emergency.

### Organisation:

This role reports to the System Support Manager

The post holder will have line management responsibility.

The post holder will be required to liaise with all stakeholders both internal and external to the organisation.

## Working Style:

HYBRID - a flexible working arrangement whereby an employee can undertake their work either in the office and/or partially or mainly from home on a temporary or permanent basis.



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## Person Specification

All criteria at level A are considered essential unless stated otherwise.

### Qualifications

#### Level A

- Level 4 IRRV Technician or a minimum of 5 years related and relevant experience.

#### Level B (in addition)

- Working towards Level 5 IRRV Diploma

#### Level C (in addition)

- Level 5 IRRV Diploma

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### Knowledge

#### Level A

- Excellent understanding of Revenues and Benefits systems
- Good knowledge of Council Tax, Business Rates or Benefit law with the ability to interpret legislation and apply it to complex cases and give advice to team members, other services, council members and external agencies
- Excellent knowledge of data protection and associated principles and their practical application to the role

#### Level B (in addition)

- Comprehensive understanding of Revenue and Benefits systems including administration, system security etc
- Good understanding of financial management/accountancy and impacts on Revenues and Benefits
- Knowledge of wider ICT systems including integrations and dependencies

#### Level C (in addition)

- Excellent understanding of financial management/accountancy and impacts on Revenues and Benefits

- Excellent ICT knowledge and vision as to how this can be practically utilised to deliver service improvement
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## Experience

### Level A

- Experience of working in a financial services environment
- Experience of financial controls and reconciliations
- Experience of working under pressure to meet strict deadlines
- Experience in devising procedures or providing training

### Level B (in addition)

- Supervisory/management experience
- Experience of change management
- Financial management/ accountancy experience
- Experience of dealing with external customers to ensure service delivery standards
- Experience and knowledge of data quality principals
- Experience in production of management information, Government and other statistical returns
- Experience of assisting in annual billing and year end processes
- Experience in devising procedures and providing training

### Level C (in addition)

- Significant experience of leading and motivating teams, including those working remotely
- Extensive experience of NEC Revenues and Benefit systems including systems administration, testing routines, problem solving and training
- Experience of assisting in all aspects of annual billing and year end processes.
- Practical experience of delivering extensive change

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## Skills

### Level A

- Ability to handle multiple large financial transactions of value which would represent significant reputational and financial loss to the council if incorrect

- Ability to clearly and concisely explain complex or technical subject matters
- Good level of attention to detail
- Good communication skills
- Ability to take ownership of work and fulfil agreed commitments, with limited assistance and supervision
- The ability to lead and motivate staff

#### Level B (in addition)

- Ability to use literacy, numeracy and ICT skills to complete a range of highly complex tasks and assessments, such as writing reports, letters, presentations and undertaking complex assessment of need and calculations
- Excellent communication skills, both written and oral to a range of audiences for example liaison with the council's auditors, software suppliers, elected members or occasionally dealing with complaints from aggrieved members of the public.
- Skilled time management to achieve set targets and meet strict deadlines which ensure the smooth running of the service

#### Level C (in addition)

- Contributes constructively to the development of service plans and targets
- Able to deputise for System Support Manager when needed
- Able to motivate and inspire team members
- Ability to innovate and deliver continuous service improvement