

## Slough Borough Council

### Job Description

Job Description Reference: F&C 3-0

Date: June 2023

Post Pay Level: SML 13

DBS requirement: Not Required

**Job Title: Director of Financial Transactions**

**Responsible to: Executive Director**

#### **Responsible for:**

Transactional Services including Accounts Payable, Accounts Receivable, Reconciliations, Adult Social Care Financial Assessments, Council Tax, Business Rates, Housing Debt Recovery and Reconciliations, Housing Benefits and Council Tax Reduction, Debt Recovery and Enforcement, Debt and Welfare Advice, Appointeeship and Deputyship services.

As the council's Director of Financial Transactions and a member of the Executive Director's Management Team, this post is directly responsible for:

Number of reports:

Direct reports: 4

Indirect reports: In excess of 100

**Total Managed: In excess of 100**

#### **Financial Responsibilities:**

Revenue budget of £285m including £45m paid out in benefits

#### **Main purpose of Job:**

To lead all aspects of the council's transactional and client facing financial services including council tax, business rates, benefits, housing debt, adult social care assessment, invoicing and debt recovery, appointeeship and deputyship, welfare benefit advice and support and enforcement of debt; and navigating through all of the relevant technical and legislative frameworks across all those services. The postholder achieves this through effective leadership of over a 100-person service and influencing the council's approach to financial management and planning, playing a key role between operational delivery and strategic management. Overall, their job is to ensure the council collects significant income streams from individuals and businesses that underpins the vast majority of all of the Council's funding whilst also ensuring that vulnerable residents receive the finances and support, they need.

#### **General Accountabilities:**

- **Strategy development**

Help shape the direction of the council to drive forward the public service reform agenda and ensure delivery of its priorities and value to residents. Provide a strategic vision for the future development of the service to enable the council to meet its future challenges, fostering a culture of continuous improvement.

- **Corporate leadership**

As a senior leader working as part of a wider leadership team across the council, work together take collective responsibility and drive forward a range of cross-council initiatives which are required to ensure changes are embedded in a sustainable way throughout the organisation. Provide corporate leadership that encourages our staff to recognise their contribution to the strategic objectives the council has set.

- **Service leadership and management**

Lead the integrated delivery, improvement, management and performance of the service, commissioning and directing activity within the council and externally as required, and ensuring overall objectives are translated into effective plans and that the service is efficient and locally responsive. Provide inspirational and professional leadership to staff, strengthening skills and competence and fostering a strong culture of standards, performance and accountability.

- **Resources / Financial management**

Ensure tight budgetary control and prioritise use of resources and assets to support the delivery of the council's corporate vision and help ensure that the council receives value for money from its expenditure. Drive and/or support the development of outcome-based commissioning models to better ensure strong price competition and transfer of risks through contracts with third parties. Champion and drive the development of commercial opportunities where appropriate.

- **Partners and stakeholders**

Actively engage, communicate and influence within the council, across partners and with the wider local and central government community to champion the council's approach to unified public services. Foster the bringing together of local services and decisions across agencies to reduce demand and help communities more independently support themselves.

- **Business change**

Lead, develop, implement and review change management programmes to deliver continual improvement. Assist the Chief Executive and Executive Directors in developing a single council-wide corporate culture to engender a strong and shared approach to delivering services and provide better support for staff to deliver savings.

- **Compliance**

Ensure that all activities within the service comply with the council's Constitution, Standing Orders, financial regulations, health and safety and safeguarding responsibilities and that effective systems operate within the service to manage performance and risk.

- **Equality and diversity**

Uphold and promote the aims of the council's equality and diversity policies to ensure non-discriminatory practices in all aspects of work, and that diversity is embedded in everything, from workforce planning and policy development to service delivery.

### **Specific responsibilities**

1. To lead an effective Revenues, Benefits, Transactions and Charges service, taking accountabilities for all aspects of planning, finance, performance, people, change and risk management. In doing this, the postholder will ensure delivery of the highest quality service that can be provided to customers with the resources available.
2. To lead the development and delivery of the council's Revenues, Benefits, Transactions and Charges service strategies and policies, including council tax policy, council tax reduction scheme, debt collection policies, financial assessment policies, transactional services and provision of resident focused welfare advice.
3. To contribute to the council's corporate plan and the business plan for the Executive Director's wider department, specifically contributing advice and formulating strategy relating to all of the specific areas in this role as well as medium term financial planning and income and debt planning.
4. To provide expert advice and guidance on matters of revenues and benefits regulations, collection fund, council tax reduction schemes, adults financial assessments, policy consultation and judicial reviews to the council's most senior stakeholders, including the Corporate Leadership Team and Cabinet.
5. To work across the council with other departments, such as Customer Services, Adult Social Care and Housing to ensure a joined-up service offer to customers, particularly those experiencing financial hardship or who are otherwise vulnerable.
6. To engage and consult with central government on behalf of the council and interpret national policy and legislation and determine what this means for Slough Borough Council. To transform the current service from a transactional, reactive service into a proactive, preventative service that supports people in and on the brink of crisis.
7. To work closely with local and national partners, including Department for Levelling Up and Communities, Department for Work and Pensions, local Job Centres, Citizens Advice Bureau and other debt-help organisations to support those most in need.
8. To lead the development and delivery of projects and implement necessary changes from national policy and legislation, ensuring mitigations against risk are instigated.
9. To take decisions of significant impact, including financial delegation of up to £100k. Such decisions will be informed by collaboration and engagement with other colleagues and made within the boundaries council's Constitution and

financial framework, but the postholder is ultimately accountable for making such decisions.

10. To manage third party suppliers, ensuring value for money from contracts.
11. To represent the council and promote its interests in local, regional and national collaboration forums. This will include engaging with peers in other authorities, government departments and non-government agencies engaged in benefits and debt recovery support.
12. To undertake any other duties commensurate with level of responsibility of the post.

### Person Specification- Director of Revenues, Benefits, Transactions and Charges

Qualifications	Essential / Desirable
Educated to degree level or equivalent experience.	E
Professional qualification and full membership of The Institute of Revenues Rating and Valuation (IRRV).	E
Evidence of continuous professional development which reflects commitment to effective management in a large organisation.	E
Experience	
Substantial leadership experience with evidence of successfully leading a high performing Revenues and Benefits service.	E
A proven track record of successfully managing finance, risk and performance within the context of a demand-led but resource-constrained service.	E
A proven track record of leading transformational change, both within the Revenues and Benefits service and influencing financial management change across an organisation.	E
A proven track record of developing and delivering strategies relating to council tax, business rates and benefits; postholder will be able to evidence the positive outcomes achieved	E
Substantial experience of implementing initiatives including council tax reduction programmes and debt respite schemes like Breathing Space	E
A proven track record of leading a customer-focused, high-performance culture, including workforce planning, objective setting, performance management, motivating and inspiring a diverse group of staff with different backgrounds and career goals.	E
Experience of contract management of third-party providers who are contracted to deliver aspects of the service	D
Substantial experience of leading public consultation on policy changes	D

Can demonstrate political acumen and aptitude to adapt to a political environment	E
<b>Skills and abilities</b>	
Strategic thinking and planning, able to develop clear strategies at organisation-level to achieve outcomes over a medium-to long-term timeframe, typically up to 5 years	E
Business planning, able to develop clear business and operational plans for the delivery of a high-quality internal support services to customers	E
Excellent written and verbal communication skills, able to translate complex technical concepts into simple, clear insight and advice for a diverse range of audiences	E
Ability to work collaboratively, working across departmental and organisational boundaries to develop shared solutions to deliver wider borough goals	E
Excellent negotiation skills and evidence of having successfully applied these internally (in building excellent stakeholder relationships) and externally (in driving value through supplier relationships)	E
Judgement and proportionality, able to manage competing priorities, quickly identify key factors and direct attention and resources appropriately	E
Excellent problem-solving skills, able to analyse complex scenarios and synthesise multiple strands of work into solutions that can be simply and clearly articulated to senior stakeholders including Members	E
The highest personal integrity and loyalty, supportive to colleagues, with a drive to deliver corporately on the Council's vision and values	E
<b>Knowledge and understanding</b>	
Expert understanding of the role of Revenues and Benefits in medium term financial planning and the mechanics of this	E
Expert knowledge and understanding of judicial review processes	E
Expert knowledge on approaches to public consultation	D
Good knowledge of the relevant legislative frameworks relating to council tax, business rates and benefits; evidence of having successfully drawn on the expert knowledge of others to form opinions and make decisions	E
An understanding of, and a personal commitment to, the vision, aims, values and priorities of Slough Borough Council.	E