

Job Description

Service:	Revenues & Benefits
Job title:	Revenues and Benefits Manager
Grade:	I
Hours of work:	37
Responsible to:	Head of Customer Services, Revenues and Benefits
Responsible for	
Direct reports:	4
Indirect reports:	41
Budget:	£2.5m (excluding HB budget)

Purpose of Post:

To lead the provision of an effective and efficient service for Council Tax, Business Rates, Housing Benefit and Fraud functions for our customers and the Council - delivering the here and now but also having a deliverable plan for the future.

Key Deliverables:

Main Duties and Responsibilities:

- Responsibility for the day-to-day running of the Revenues and Benefits Service in all aspects of people, budget and performance management - in line with relevant national and HDC policies and procedures.
- Have responsibility for the strategic development of the Service to meet corporate and government priorities, objectives and best practice, including the delivery of new legislation and policies.
- Produce and deliver an annual Service Plan that delivers continuous improvement and embeds the principles of the Council's Corporate Plan and supporting documents into the team. Your focus is on delivering services to meet our targets at the lowest possible unit cost by maximising the use of tools such as digital services and automation.
- You, and your team, will also actively prevent issues for customers and take early intervention to avoid further escalation and demand on Council services. You will work with other teams and services to make this happen.
- Have accountability for budget management across the Service, including subsidy and government returns. Your budget plan will deal with both in-year and the medium term looking ahead over the next five years.
- Apply delegated powers under the Council's constitution in relevant areas.
- Liaise with and represent the Council with a wide range of external stakeholders and bring this external perspective back into the team to help you improve service outcomes.
- Lead on appropriate or complex complaints, appeals and tribunals – but also ensure Officers within the team deal with many of these themselves.
- Engage with the Portfolio Holder for your service providing briefings and information to help them deliver their political role.
- To ensure the requirements placed on the Council under statutory duties such as Data Protection and Health & Safety are complied with at all times.
- Any other commensurate duties as required by the service.

This job description is intended only as a guide to the range of duties involved. The post holder will need to be flexible and adaptable in order to respond to other duties that may be required from time to time and the changes and developments within HDC.

Knowledge and Qualifications

The minimum knowledge required to undertake this role and any qualifications or training essential for the role

- Degree or IRRV professional qualification.
- Recognised management qualification or equivalent management experience.
- Knowledge of relevant legislation used within the service –

	although you will have a great team around you who can provide expert advice when you need it.
Experience Experience the person would need to do the job	• Guidance to a wide range of people and organisations on complex issues showing political sensitivity in the widest sense • Leadership in a multi-disciplinary team, demonstrating excellent communication, management and interpersonal skills. Strong track record in performance management and the meeting of targets. • Management experience of people and resources in a climate of legislative and organisational change. • Experience of producing reports on complex issues and responding quickly to new initiatives within tight deadlines. Will be able to talk to all Officers and also Members, presenting themselves professionally and ably.
Skills and Abilities Specific skills the applicant would need to do the job	• Gains confidence of others and be capable of influencing and persuading both orally and in writing. • Motivate staff in a changing environment, encouraging empowerment and ensuring effective decision making happens at the right level in the team. • Promotes and demonstrates continual improvement. • Identifies opportunities to make the organisation more competitive, efficient and effective and challenges the status quo: suggests new approaches to old problems.

	Encourages a safe environment that will facilitate creativity in others and where people are willing to challenge. • Finds ways to turn their own or others' ideas into action – and can bring in the right resources from outside the team when needed.
Decision Making and Impact on Others What impact the reasons made by the post holder would have on others across the Council	• Decisions impact across the whole team, other departments and the Council. • Actively manages significant budgets demonstrating financial awareness – not only in this financial year but across the medium term. • Delegates work appropriately and fairly. Will support and motivate others, encouraging them to achieve their goals. • Encourages staff to think and act independently where appropriate and seeks opportunities to provide people with new challenges and opportunities to develop.
Communication with Internal and External Customers Who the applicant would be in contact with in the job	• Internal 65% – Elections, Planning, Document Centre, Housing, Customer Services, Finance, 3C, Income, Audit, HR & Payroll etc – a wide range of internal communications. • External 35% – Members, MPs, Courts, Enforcement Agencies, Customers, DWP, HMRC, CPCA, Housing Associations, Valuation Officer, External Audit, Local Authorities and other agencies as required.

Personal Attributes and Other Requirements In this section please list any other qualities you are looking for from the applicant	• Willing to travel and occasionally work in the evening to present to Councillors. • Be a good team worker demonstrating loyalty and commitment to the organisation and team members. Balances the need for immediate wins with the requirement for long-term successful change. • Responds constructively to a change in agenda or priorities. • You will be able to demonstrate how you deliver and adhere to our values – and inspire others to do so.
HDC values 	The values outlined below reflect our collective positive attitude and how all staff are expected to work together as one team. Inspiring: We have genuine pride and passion for public service; doing the best we can for customers. Collaborative: We achieve much more by working together, and this allows us to provide the best service for customers. Accountable: We take personal responsibility for our work and our decisions, and we deliver on our commitments to customers. Respectful: We respect people's differences and are considerate to their needs. Enterprising: We use drive and energy to challenge the norm and adapt to changing circumstances. We are always ready for challenges and opportunities, and we embrace them.

Safeguarding and promoting the welfare of children and young people/vulnerable adults



Huntingdonshire District Council is committed to safeguarding and promoting the welfare of children and vulnerable adults and expects all staff and volunteers to share this commitment.

- Ability to safeguard and promote the welfare of children and young people/vulnerable adults
- Demonstrates understanding of safeguarding issues
- Appreciates the significance of safeguarding and interprets this accurately for all individual children and young people/vulnerable adults whatever their life circumstances.
- Has a good understanding of the Safeguarding agenda
- Can demonstrate an ability to contribute towards a safe environment
- Is up-to-date with legislation and current events
- Can demonstrate how s/he has promoted 'best practice'
- Shows a personal commitment to safeguarding children

Last reviewed: June 2026