

Sevenoaks District Council

Technical Team Leader Candidate Pack



Technical Team Leader

Salary - £34,408 - £37,548

Calling all Tech Support!

Can you lead our team to provide our busy Revenues & Benefits Shared Service with technical support?

Our friendly, welcoming and committed Technical Team provide essential technical and business support to over 90 staff in our Revenues & Benefits Shared Service.

Based at Sevenoaks, you will be responsible for the support and maintenance of the Capita One suite of Revenues & Benefits products for both Dartford Borough Council and Sevenoaks District Council, which includes the Council Tax, Business Rates and Benefits core systems, our online Portal and EDMS systems.

The team are also responsible for back office processing, including BACS processing for direct debits and payments, third party data transfers, reconciliations, batch job production, ad hoc data base querying, correction and integrity.

Working with the Control Team Manager, you will seek to find innovative ways to enhance the customer journey and overall experience as well as simplifying processes and advancing technology to develop the work of both Councils.

Key elements for this role include:

- Relevant experience in database maintenance and back office processing, ideally within a Revenues & Benefits environment
- Innovative & proactive attitude
- Passion for customer service
- A methodical & organised approach with an eye for detail

Interested in the role and want to know more?

Please contact Sarah Page, Control Team Manager at sarah.page@sevenoaks.gov.uk or on 01732 227071 for an informal discussion about the role.

Need advice on how to ensure you have the best chance of being shortlisted?

Read the Job Description and Personal Specification attached to the role and ensure that your supporting statement explains how you meet the essential requirements as your application will be judged against these criteria.

Closing date: Monday 24 January 2022

Interviews: Week commencing
Monday 7 February 2022



Sevenoaks District Council is a unique place to work. It's a place where positive and passionate people deliver some of the very best services in local government. We are honoured to be recognised as one of the most efficient, well managed Councils in the country, an achievement we work hard to maintain.

There are very few Councils that still collect all the rubbish and recycling every week using their own team of people. We are exceptionally proud that the people who work here care deeply about what they do, that they are creative, embrace risk and work hard to deliver exceptional services to our customers and to improve the Sevenoaks District. It's our team of people that makes Sevenoaks District Council unique.

We've worked hard to develop a no 'blame culture' among the people that work here. It's a place where staff take responsibility for the work they do and are empowered to take the decisions that help them to do their job effectively. We encourage new ideas and innovation and provide people with the support and training they need to become the very best at what they do.

Our mantra of 'the customer is anyone who isn't me' helps to grow strong and positive working relationships across our Council services, and ensures our residents, businesses and partners receive the very highest quality of service each time they contact us.

Recruiting the right people to our team is incredibly important to us and instrumental to our success. We value personal qualities as much as we do the skills and knowledge to do the job. We want people who can embrace our culture, that have ambition and determination and have the ability to shape our future.

Our vision

We're committed to delivering excellent services. This means we are ambitious for our staff, our customers and our Council. Together we work to shape the District for future generations to make it a great place to live, work and enjoy.

Our mission

To work smarter with an empowering culture, a focus on wellbeing and a dynamic and innovative approach.

The Sevenoaks District provides a great range of housing options whether you are looking to rent or buy.

Many of our staff live outside of the District. With excellent links by road and rail it makes Sevenoaks District Council an employer that is accessible from most parts of Kent and further afield.

The Council is fortunate to have its own car park which, increasingly rarely, is free to all staff to use. The Council also supports car sharing and is a member of the cycle to work scheme.

Much of the District is surrounded by beautiful countryside, but our towns and villages have excellent transport links, good schools and a vibrant local economies.

Amongst the national chain stores are thriving local businesses, there are great places to eat and drink and a wonderful range of attractions for days out with friends and family.

The Sevenoaks District has three leisure centres, a range of local sports clubs and its own theatre. So if you have an interest in sport, film, comedy and stage there is something for you.

Transport

Sevenoaks mainline train station is a short walk from the Council offices and regular trains take approximately 30 minutes into central London.

The M25, M20 and A21 are all within a short drive of the Council offices.

Gatwick airport is just over a 30 minute drive and Heathrow airport is just over an hour's drive away.

Sevenoaks town

The Council's offices are based a short stroll away from the heart of Sevenoaks town. Sevenoaks is a busy town centre with a wide variety of shops, restaurants and cafes. There is a regular weekly market, as well as a choice of supermarkets, a theatre and a cinema.

The town also has the advantage of the wonderful Knole Park, including its deer, just a few minutes walk from the door of the offices for those that like to get away from it all during their lunch break.



S

Strong sense of pride in our district

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Enthusiastic and committed

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Valuing others, valuing each other

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Empowered to achieve

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No blame culture

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Open to new ideas; dedicated to developing talent

A

Ambitious with our community

K

Keep learning; keep improving

S

Sharing services; working closely with others

Annual Leave

You will be given 29 days annual leave plus any Bank Holidays. An extra five days leave is accrued after five years Continuous Local Government Service as at 1 April. Bank Holidays are pro rata (for part time staff) based on the amount of hours you work. You will be eligible to buy additional leave or have an increased salary by selling annual leave.

Pension

We are part of the Local Government Pension Scheme (LGPS). There is a 50/50 section which enables a member to pay half rate contributions for half the benefits. The LGPS is a contributory scheme that requires contributions from both employer and employee. The rate Sevenoaks as the employer currently pays is 18.7%. Your contribution rate of 6.8% would be based on your salary.

Health and wellbeing benefits

Free and confidential employee assistance programme

Confidential and expert advice in many areas, including family, legal, financial and consumer issues.

Regular onsite health check appointments available

We regularly offer mini health checks with our onsite Occupational Health Advisor, who offer checks on blood pressure, 'Know your numbers', body mass index, weight, risk of diabetes, stress management tips and 'Take a Walk' tips.

We also offer onsite free flu vaccinations and discounted osteopathy treatments.

Eye care

We offer eye care vouchers on request every two years to staff who use computers for a significant part of their work.

Financial benefits

Free staff car parking

Onsite staff car park, free of charge to everyone.

Cycle to work scheme

You can get a new bike for a significantly reduced cost by saving on tax and National Insurance (and paying for it monthly through your salary).





Season ticket loan

We offer season ticket loans up to a maximum of £5,000, repayable over 12 months.

Car loan

You can apply for a loan up to a maximum of £10,000 to purchase a car, repayable over a maximum of five years at a low rate of interest.

Professional fees

Staff in roles where ongoing membership of a recognised professional body, (where this membership is gained through a qualification), is an essential requirement in the person specification for their job can claim the cost of one membership fee per year.

Recognition, Learning and Development

We believe all our employees have the potential to grow, both in their work role and personally, and endeavor to provide opportunities for this growth. We work within recognised good practice guidelines, including Investors in People, to ensure both the quality and quantity of training and development is relevant and “fit for purpose”.

The Talent in Me (TiM)

TiM is open to everyone and there are more than 60 courses available to choose from. Courses are ‘bite-sized’. Each one takes one to two hours to complete and are delivered by our own in-house service experts or external providers.

E Learning

We offer e-learning courses that enable you to train at your desktop, working at your own pace wherever and whenever you want.

Coaching

We offer a tailored coaching programme with a number of professionally trained internal volunteer coaches, designed specifically to support staff performance and development and our culture, with a focus on specific skills and goals.

Apprenticeships

Any member of staff can apply to undertake an apprenticeship. There are now over 200 new apprenticeship standards with more in development.

Family friendly policies

Maternity leave

Staff who have worked for us for more than 12 months, receive enhanced maternity pay of the first six weeks paid at 90% of the weekly salary, followed by 12 weeks paid at 50% of the weekly salary, followed by 21 weeks at a statutory rate.

Paid paternity leave

Employees who have worked for us for more than 12 months receive enhanced paternity pay of two weeks at 90% of the weekly salary.

Flexible working

We are proud to offer a range of flexible working arrangements to all of our staff. We are happy to consider reduced hours, job shares, home working and more, ensuring the needs of the organisation continue to be met.

Other staff benefits

We participate in the Karp Benefits Scheme, a voluntary benefit scheme for local authority employees. The Benefits change regularly but include:

- Activities - discounted theme park entry and/or hotel rooms
- Finance - special deals, insurance and personal finance
- Health - money off many sports and fitness centres and golf courses
- Motoring - discount car club, reduced breakdown cover, car servicing/MOTs and money off driving lessons
- Shopping - many deals and offers
- Travel - A travel club, discounts on holiday insurance, hotels and airport parking
- Local discounts - these include many offers and discounts for restaurants, hotel rooms, hairdressers, dry cleaners and more.



Title of post: Commercial Officer

Post number: Technical Team Leader

Section: Revenues & Benefits

Band: E

Responsible for: Technical Officers and Technical Admin Assistant

Reports to: Control Team Manager

Purpose of the job

To provide technical expertise and support to the Revenues and Benefits Service across the Capita One range of software applications, including administration, maintenance, development and delivery.

To be responsible for reconciliations and control of financial information, providing analysis as required.

To lead the Technical Team ensuring workloads are efficiently managed and all deadlines are met.

Key activities

- To provide management and maintenance, including upgrades, of the Revenues and Benefits Service software applications and interfaces, which may require work outside of normal office hours or at weekends to avoid disruption to the service.
- To ensure new releases, patches and bug fixes are installed in a controlled and timely manner, arrange release meetings and ensure that user acceptance testing takes place.
- To be responsible for data and database integrity, including interrogation by SQL for ad hoc reports, using SQL/QBF to correct software issues and running housekeeping/data retention routines, always ensuring appropriate safeguards and contingencies are in place.
- To be responsible for access to the systems/data, ensuring that security requirements are complied with in accordance with the relevant authority's IT Security Policy.
- To take an active role in annual billing and year end processes.
- To be responsible for control and production of system batch runs, managing the run schedule and ensuring all jobs complete successfully and output is distributed and processed.
- To design, create and maintain document templates as required.

- To engage with new initiatives and help identify, design and deliver solutions to enhance service efficiency and effectiveness through improved use of technology.
- To be responsible for Revenues and Benefits system reconciliations, including refunds, payments and benefits.
- To share knowledge and expertise within the Technical Team, ensuring controls and procedures are documented, adequate cover is maintained for all critical duties and all deadlines are met.
- To manage the provision and co-ordination of the 'helpdesk' for the section, ensuring issues are resolved quickly and thoroughly, liaising with external organisations as appropriate.
- To maintain good communications and liaison with internal departments and external organisations, including Capita, DWP, rent service, government agencies, voluntary organisations and landlords in all aspects of Business Rates, Council Tax, Council Tax Reduction and Housing Benefit administration.
- To undertake management duties as required by the role.
- To participate in any relevant training for the duties of this post and to achieve the key objectives of the relevant authority.
- To participate fully in the relevant authority's staff appraisal scheme.
- To comply with standard employee health and safety at work responsibilities.
- To comply with the relevant authority's Equal Opportunities policy.
- To comply with the relevant authority's Safeguarding policy.
- To embrace the values and behaviours of the Council.
- To carry out any other related duties as may be directed from time-to-time by the Control Team Manager.

Location

Council Offices, Argyle Road, Sevenoaks,
Kent TN13 1HG



Approach

Essential

- Takes an active interest in developing a high standard of customer service.
- Deals with enquiries, problems and difficult situations in a calm and reasoned manner.
- Works as part of a team and shows commitment to team objectives and targets.
- Communicates effectively in a variety of situations. Has confidence to effectively represent the Council within the scope of the post.
- Understands the impact of individual actions and behaviours on the business and reputation of the Council and undertakes tasks accurately and thoroughly.
- Has an open minded approach to new ideas and innovations.
- Achieves targets and deadlines through good planning and time management.
- Proactive, reliable, flexible, hard working, enthusiastic with a desire to understand processes.
- Manages and motivates others and develops high performing teams.
- Strong desire to provide a good service and improve performance.
- Retrieves relevant information quickly and efficiently and uses to make effective decisions. Analyses problems and develops solutions. Accurate and methodical approach.
- Actively champions change.
- Can think strategically.

Skills and experience

Essential

- Technical understanding of software packages and implementations.
- Experience of maintaining critical functions.
- SQL/database interrogation and reporting expertise.
- Knowledge of database interrogation techniques and data integrity investigations.
- Working knowledge of Capita One software.
- Working knowledge of Council Tax, Business Rates and/or Housing Benefits.
- Experience of meeting targets and deadlines.
- Effective verbal and written communicator.
- High levels of interpersonal and negotiating skills.

- Ability to work under pressure.
- Ability to work well on own and within a team.
- Ability to recognise the most appropriate procedures, guidance or precedents to resolve problems and consider potential implications.
- Learns from experience and is able to apply that learning in other situations.

Desirable

- Experience in designing document templates.
- Experience of working within a Revenues and/or Benefits environment in a supervisory/managerial role.
- Experience of liaising and/or working with other organisations and agencies.

Qualifications

Essential

- Authoritative knowledge in methods systems and process gained by on the job experience and training possibly leading to professional qualification.
- Willingness to undertake any relevant training.
- Willingness to do additional hours on specific projects or at specific times of the year, which may be outside normal working hours.

