

Job Description



Job Title	Systems and Control Officer	Post No	
Job Grade	Grade 4 (Training) to Grade 5	Location	Horncastle
Reports to	Team Leader, Revenues and Recovery		
Responsible for	Budget	No	
	People	No	
	Estates/Facilities/Hardware	No	

Organisational Context

PSPS is a Local Authority Trading Company (LATCo) which is wholly owned by East Lindsey District Council, South Holland District Council and Boston Borough Council. The Company operates from its offices in Spalding, Boston and Manby (which is relocating to Horncastle in Jan 23). The Company provides a range of services including Human Resources & Payroll, Financial Services, ICT & Digital, Customer Contact, Revenues & Benefits, Health & Safety and a range of Corporate Support services.

The Company primarily delivers these services to its three client Councils, in support of the South & East Lincolnshire Councils Partnership (S&ELCP), across the Company itself and externally to a resident population of approximately 305,000 across the geographical boundaries of South Holland, East Lindsey and Boston.

PSPS has a clear mission which underpins its delivery model. 'Together, we will provide high quality professional services, which achieve outstanding performance, satisfaction and confidence for our customers, communities and colleagues'.

PSPS focuses on 5 priority themes, known as our STEPP focus. These are Service Delivery, Transformation, Engagement, People and Performance. Each of these areas ensures we are innovative in our approach and focus on what matters, for our customers, our people and our performance.

PSPS aims to be a competitive employer of choice within the local area and within the public sector landscape as a service provider. We work hard to ensure we model our values and behaviours. We develop and invest in our people and we seek to be bold and innovative. We work in a hybrid model, based on business needs, and have a range of employee policies which have been specifically developed to support our people develop, progress and to achieve a positive work-life balance.

PSPS are proud to be a Family Friendly Employer and Disability Confident.

Job Purpose

The Revenues and Benefits service mission is 'to maximise income of our client Councils and their residents, whilst minimising losses to the councils'.

This is achieved through the professional, timely and accurate billing, collection, recovery and enforcement of monies due, and the processing and payment of Housing Benefit and Council Tax Support on behalf of our client councils. The service is responsible for the following key functions:



- Council Tax
- Debt Recovery
- Housing Benefit Overpayment recovery
- Non-Domestic Rates (Business Rates)
- Credit Control (sundry debtors)
- Housing Benefit and Council Tax Support

The Systems and Control Officer will work as part of a central team providing a proficient and responsive system administration service for our core Revenues and Benefits applications. This includes responsibility for technical aspects and supporting the maintenance and controls of the system, including batch processes, system upgrades and fault resolution, and ensuring system availability for staff to meet operational requirements.

The post holder will support the business with the timely and accurate production and management of data and information, system and data reconciliations and the completion of statutory returns and supporting information.

The System and Control team will play a key role in transformation and digital improvement projects.

The Revenues and Benefits service has main offices in Boston, Manby (Horncastle from January 2023) and Spalding. Whilst the postholder will be based at Horncastle, it is expected that independent travel between these locations may be required occasionally to optimise a 'one team' ethos, to meet business need and service excellence.

Summary of Key Accountabilities and Responsibilities

- Provide system and technical support to Revenues and Benefits system users.
- Plan and maintain system batch processes.
- Prepare and submit direct debit and payment files.
- Maintain third party interfacing and data transfer, and financial systems reconciliations.
- Ensure safe and secure systems and controls, including maintenance of user access and permissions.
- Fault investigation, resolution and reporting.
- Plan and test new software upgrades, releases, and functionality.
- Create and maintain document templates.
- Play a lead role in planning, co-ordinating and system processing routines for annual billing and at end of year for Revenues and Benefits.
- Support timely and accurate completion of statutory returns and information requirements.
- Co-ordinate Revenues and Benefits FOI and Data requests.
- Deal with requests for information utilising reporting and query tools as necessary.
- Maintain close and constructive working relationship with PSPS ICT service and third-party system suppliers.
- Support audit processes, including robust documentation and supporting information.
- Support information and data retention management for Revenues and Benefits.
- Reconciliation of Revenues and Benefits documents output, including resolution of discrepancies.
- Reconciliation between processing systems and the general ledger and creditors systems, identifying and resolving any discrepancies, and ensuring rigorous record and data verification and retention.
- Maintain the service information asset register.
- Support the service's transformation and improvement activity.

The post holder will be required to carry out all other roles or tasks that are consistent with the level of this post, or that fall within the broad spirit or scope and purpose of the role supporting the delivery of the Revenues and Benefits service in a timely and effective manner.

Internal Relationships	External Relationships
<ul style="list-style-type: none"> Revenues and Benefits service managers and colleagues ICT and Finance colleagues 	<ul style="list-style-type: none"> Client Council staff Internal and external auditors System suppliers Government departments

Person Specification & Selection Criteria	Essential (E) or Desirable (D)	Application (A) Interview (I) Presentation (P)
Qualifications		
GCSE level C/4 or above in English and Maths or equivalent	E	A
IRRV Technician, or similar, qualification	D	A
Experience		
In a local authority Revenues and Benefits service, or similar environment	D	A
Previous experience of working with accounting processes, controls and systems	E	A
Proficient user of ICT systems	E	A
Recent use local government Revenues and Benefit, or similar, systems	D	A,I
Data reporting and presentation	D	A,I
Reconciliation type work	D	A,I,P
Project delivery	D	A,I
Skills & Knowledge		
Revenues or Benefits ICT systems, or similar	E	A,I
Good understanding of legislation and administrative processes within a Revenues and/or Benefits, or similar, environment	E	A, I
Competent in a range of IT applications (e.g. Outlook, Word, Excel).	E	A,I
Knowledge of processes, systems and controls in a secure environment	E	A,I
Awareness of Revenues and Benefits, or similar, government statistical and financial returns	E	A,I
Ability to work under pressure and to tight deadlines	E	A,I
Competencies & Personal Attributes		
Ability to work on own initiative and as part of a team	E	A,I
Highly organised, methodical and analytical, with ability to manage time effectively and to meet challenging targets and deadlines	E	A,I,P
Accuracy and attention to detail even in pressured environments	E	A,I
Keen interest and a natural aptitude for working with systems	E	A,I
Ability to work accurately and to deadlines and targets	E	A,I,P
Excellent communication skills	E	A,I
Able to develop innovative and effective solutions	D	I
Commitment to continuous improvement	E	A,I

This post is subject to a satisfactory Basic Disclosure check



Post holders will be required to be flexible with working hours at certain times to meet the needs of the service, such as annual billing and end of year.

Essential requirements are those, without which, the post holder would not be able to fulfil the responsibilities of the role. Desirable requirements are those which would be useful for the post holder to possess and will be considered when more than one applicant meets the essential requirements

Author	Head of Revenues and Benefits	Completion Date	September 2022
Version/Reason	2. Reviewed	Review Date	September 2024

