

Head of Revenues, Benefits and Transactional Services

Candidate Pack



MEET OUR SERVICE DIRECTOR

CLAIRE SPENCER
FINANCE



Thank you for considering the role of Head of Revenues, Benefits and Transactional Services at Sandwell Metropolitan Borough Council. This is one of our brand new Head of Service roles, which presents a great opportunity for the successful candidate to shape the strategic direction of our Revenues, Benefits and Transactional Services function, ensuring that it is efficient, fair, accessible, and fully aligned with Sandwell's vision of a thriving and inclusive borough.

As Service Director for Finance, I'm looking for a strategic leader with a commitment to continuous improvement, who can bring energy and innovation to one of our most important frontline services.

I'm passionate about ensuring that the service provides excellent customer service to our residents, making it easy for our residents, customers and suppliers to interact with us efficiently and effectively, and improving the quality of life of those residents who need our help the most.

In my role as Deputy S151 Officer, I'll be reliant on you to ensure that systems and processes are in place to maximise the collection of council tax and business rates income to support our Medium-Term Financial Strategy, ensuring that we are able to keep protecting vital council services for our residents.



More about Revenues, Benefits & Transactional Services

Revenues, Benefits and Transactional Services brings together our Revenues and Benefits teams with our transactional Finance teams, encompassing Accounts Payable, Accounts Receivable, Cashiers, and our Finance teams that support adult social care. This is a large-scale, frontline, customer-facing service that is on a journey of improvement, striving to be transparent, accessible and trusted.

The service comprises approximately 190 staff collecting income and administering payments and welfare support and is the 'engine room' of the Finance service as a whole.

This is the first time that all of these services will come together as one team, and the Head of Service will lead the expanded, integrated service that joins up all of the council's transactional Finance teams within a single, coherent operating model. The Head of Service will provide clear, strategic direction for the service and will have the opportunity to inspire, develop and empower a high-performing workforce that reflects Sandwell's values and behaviours.



The service is responsible for collecting approximately £184m of council tax income and £141m business rates income per annum, and for administering a housing benefits subsidy programme worth approximately £50m per annum. Council tax and business rates income equate to approximately 70% of the council's net budget and really are the vital sources of income that fund the core services across the borough that our residents depend on.

The service plays a key role in reducing poverty and supporting financial resilience. Through integrated services and targeted support for vulnerable residents, the service helps to improve the lives of thousands of households. One of the key priorities of the team is to establish and deliver the council's Crisis and Resilience Fund programme, helping residents facing financial hardship to maximise income and build financial resilience. Building strong partnerships with internal teams, government bodies, and external agencies will be key to success in the Head of Service role.

This is a pivotal time for the service, when the cost of living is impacting on residents' ability to pay for services. We've recently implemented technology to remind our residents that their council tax is due, but there's more that we could do to help them to make payments to the council more easily. In the last few weeks, we've also 'gone live' with our supplier portal, improving access to information for our suppliers. We're looking to bring in innovation and automation wherever we can, to make our services more efficient and to allow our staff to focus on the tasks that add value to the service. At Sandwell, you'll have the opportunity to lead an ambitious team that is looking to use technology to drive high collection rates and to transform our services.



This a high-impact leadership role at the heart of the council. If you're ready to shape a modern, resilient, and customer-focused service that makes a real difference to our community, we'd love to hear from you.

We look forward to learning more about you in this process and reviewing your application.

If you'd like to find out more about our achievements, plans, and culture, from our CEO, Shokat Lal, you can [watch a video now](#).



Our Values and Behaviours

One team

United and working together with a shared purpose of achieving great results

- Actively role model and create trust
- Enable honest and open communication
- Visible and approachable
- Engage in regular communication
- Recognise contributions and success
- Display a coaching leadership style and inspire others
- Encourage best practice and cross team collaboration
- Drive a healthy work-life balance
- Develop and grow future talent

Customer focus

We care about providing the best possible public service

- Manage customer's expectations
- Ensure the service works to the best outcome for the customer
- Create accessible channels for customer communication
- Encourage customers to lead in service provision
- Take a holistic view of services
- Be accessible to residents, service users, customers and employees
- Engage with customers, seek feedback and enable continuous improvement

Inclusive

Treating each other with respect and knowing our diversity is our strength

- Create an inclusive environment to encourage a voice for everyone
- Create opportunities and champions diversity and inclusivity
- Seek feedback from all audiences to facilitate co-production
- Seek to understand our diverse communities
- Actively challenge barriers to inclusion
- Encourage diversity of thought and perspectives to overcome challenges

Our Values and Behaviours

Ambitious

Striving for excellence, always looking to get better and making sure everyone can take pride in our borough

- Promote a growth mindset
- Communicate the organisation's ambitions and desired outcomes
- Lead, manage and communicate change
- Encourage and inspire creativity and innovation within boundaries
- Seek and encourage everyone to be the best in class
- Create channels for giving and receiving feedback
- Tackle under-performance early and challenge unacceptable behaviour with courage
- Grow personal credibility
- Communicate with passion and integrity to maintain and elevate the reputation of the service and the council

Accountable

Deliver what we say we will

- Create a clear vision and strategy
- Consider external and internal factors
- Encourage learning from feedback and complaints
- Promote resilience and adaptability
- Set clear expectations and standards for self and others
- Provide resources for service provision
- Empower others to solve problems and take ownership
- Give support to strengthen team and personal resilience
- Make timely and well-judged decisions



A NEW STORY FOR SANDWELL

Made 50 years ago from six proud towns, Sandwell is a place built on making things happen. It's where industry met innovation, and where strong communities still shape the future.

The Sandwell Story is a campaign and programme of work to celebrate the people, places and partnerships that make this borough a great place to live, work, learn and visit. [Find out more at the Sandwell Story website.](#)



*Watch the New
Story for
Sandwell video*

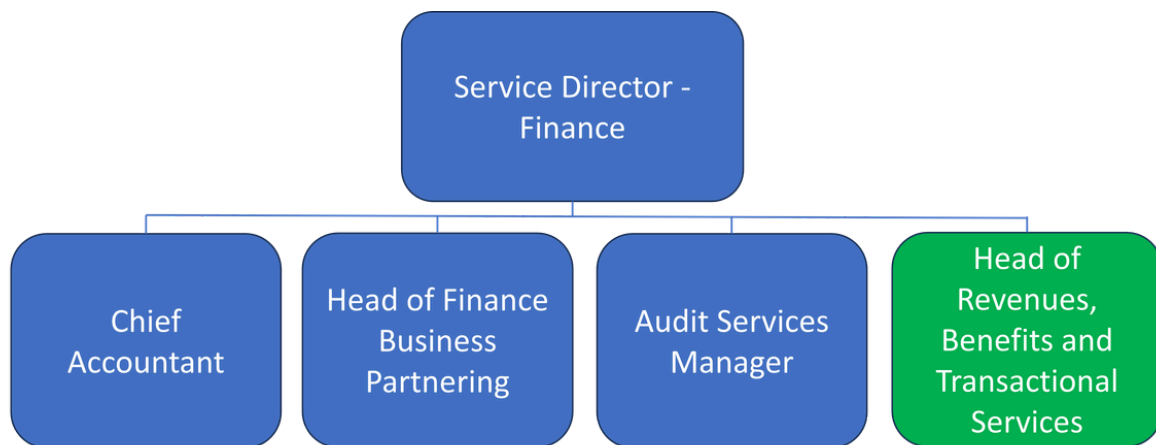


PERSON SPECIFICATION

JOB DESCRIPTION



STRUCTURE CHART



LOCATION



Sandwell is a metropolitan borough in the Black Country, which is made up of six towns - Oldbury, Rowley Regis, Smethwick, Tipton, Wednesbury and West Bromwich.

Located in the West Midlands, Sandwell borders Birmingham city, Dudley borough, Walsall borough and Wolverhampton city.

The borough has excellent access to the national motorway network with five junctions feeding in to the M5 and M6 motorways serving the South West, South East and North West regions of the UK.

Sandwell also benefits from a mainline train station - Sandwell and Dudley and the Midland Metro.



OUR OFFER TO YOU

Join the largest employer in Sandwell, where over 3,500 of our diverse employees thrive in hundreds of unique roles.

To support you to develop your career with us, we offer:

- A competitive pay progression structure and leave allowance
- Hybrid working arrangements and a flexitime system (subject to needs of the role)
- Supportive staff networks including Culture Champions, helping to fulfil our organisational culture aspirations and make us a fully inclusive employer
- A confidential counselling service (BACP approved) and a mediation service is available on managerial referral
- Talent initiatives including apprenticeship programmes at all levels, and the prestigious National Graduate Development Programme.
- Learning and development including management development training, employee wellbeing workshops and job role specific training.
- A professional coaching and mentoring offer
- Employee performance and development processes with regular check-ins and an annual review to help you be your best
- Recognition for your hard work through our 'We our Sandwell' award scheme and colleague appreciation schemes
- Work that makes a real difference to our customers and residents, continually improving our boroughs.
- Access to trade unions



Our aim is to be an outstanding Council and we recognise that part of that is providing the best employee experience possible. At Sandwell we care about our people and commit to keeping our colleagues safe and well at work.

To make sure everyone can be their best and feel like they count, our support offer includes:

- Our employee assistance programme with free, confidential, 24/7 helpline service staffed by professional counsellors
- Access to occupational health services
- Wellbeing champions network
- Supportive carers and parental policies
- Generous maternity, paternity and adoption leave
- Disability passport scheme
- To help you make the most of your money we offer:
- Membership of West Midlands Pension Fund with generous employer contributions
- Staff deals through our employee benefits scheme

HOW TO APPLY

Finding the right talent for our roles is very important to us here at Sandwell Council. To help us understand how you might be a fit for our organisation, please submit an up to date CV along with a supporting statement, no longer than 2 sides of A4, detailing how your skills and experience align with our requirements for the role. Please help us to understand more about:

- Your people management and leadership style, approach and skills
- Your depth of technical expertise in the service area that you are applying for
- Your strategic view of the service that you are applying for and what insights you can bring to improve ways of working and delivery for our residents and communities

Recruitment process

We will ask all candidates that are longlisted to complete two assessments for us to help us define a shortlist for interview. These assessments will give us information about you and give an indication of:

- Your preferred ways of working with others
- Your capability within problem solving, critical thinking and managing complex situations
- Your leadership approach



Our interview process will involve two stages across two different interview panels. Each panel and stage is designed to focus on the key areas of competency for the role and determine how you could be a fit for the role and our organisation.

If you have any questions about the role or process, please reach out to our talent team for an informal discussion. If you require any reasonable adjustments as part of your application journey please also let us know how we can support you.

Your contact for this recruitment is Imran Butt. You can connect with him on LinkedIn or email him on Imran_Butt@sandwell.gov.uk

