

CROYDON COUNCIL

ROLE PROFILE AND PERSON SPECIFICATION

DIRECTORATE:

DIVISION:

JOB TITLE: Support Services and Development Team
Manager

ROLE PROFILE

Job Title:	Support Services and Development Team Manager
Directorate:	
Division:	
Grade:	
Hours (per week):	36 hours
Reports to:	Revenues Recovery Service Manager
Responsible for:	1 x Senior Revenues & Benefits Development Officer (Grade 10) 2 x Revenues & Benefits Development Officer (Grade 9) 3 x Revenues & Benefits System Administration Officer
Role Purpose and Role Dimensions:	Lead and manage the Support Services & Development team, ensuring the effective administration, maintenance, and development of Revenues and Benefits business systems. Provide clear direction, support staff development, and foster a high-performing team culture. Ensure business systems are optimised to improve efficiency, accuracy, and compliance across Revenues and Benefits services. Drive continuous improvement by developing and implementing robust, scalable business processes. Maximise the use of technology to streamline operations, reduce manual effort, and enhance service delivery. Identify opportunities for automation, system integration, and process refinement to increase efficiency and reduce costs. Support and develop staff through structured performance management, coaching, and training. Ensure team members are engaged, capable, and continuously improving in their roles.

Monitor and assess system performance, identifying and resolving technical issues that impact service delivery. Ensure systems remain compliant with legislative and security requirements while balancing operational needs.

Act as a key point of contact between IT services, external software providers, and Revenues and Benefits teams. Communicate technical changes effectively to ensure smooth implementation and minimal disruption.

Commitment to Diversity:

The council has a strong commitment to achieving equality of opportunity in its services to the community and in the employment of people. It expects all employees to understand, comply with and promote its policies in their own work, undertake any appropriate training to help them to challenge prejudice or discrimination.

Key External Contacts:

External Suppliers and Contractors
Department for Work and Pensions
Department of Communities and Local Government
The Council's banks
The Audit Commission
CIPFA

Key Internal Contacts:

Head of Customer contact and Business Support
Other Customer Services directorate managers
Central Finance Team
Corporate Fraud team
Internal auditors
Gateway Division
Elected Members
Croydon digital services

Financial Dimensions:

To manage all activity related to the Revenues and Benefits annual billing and year end processes ensuring all contributors are fully briefed and progress is strictly timetabled.

To manage timely and accurate systems-based activity for all government returns required in relation to Revenues and Benefits.

To monitor team expenditure in line with agreed budgets.

Key Areas for Decision Making:

Own operational decision-making regarding system administration, process development, and resource planning. Ensure that changes align with service priorities and legislative requirements, escalating only significant strategic matters.

Oversee and maintain administrative and information management systems, ensuring they effectively support departmental operations. Make informed decisions on system configurations, data management practices, and process improvements to enhance efficiency.

Provide operational support and guidance on technical IT issues across the service, resolving problems either directly or by liaising with the Council's IT service providers. Determine when issues require escalation and ensure resolutions align with business needs.

Assess and define reporting requirements, ensuring high-quality management information is produced, validated, and delivered to support operational and strategic decision-making. Make decisions on data presentation and reporting structures to maximize business value.

Identify and implement process improvements that reduce effort and increase efficiency within both the team and the wider service area. Recommend and authorise workflow changes where they align with service priorities.

Evaluate and propose enhancements to management information systems to better meet business needs. Ensure reporting frameworks support informed decision-making across the service.

Ensure batch processing schedules are effectively managed, making decisions on scheduling adjustments or corrective actions to guarantee the timely and accurate issuance of recovery and benefit notices.

Other Considerations:

N/A

Is a satisfactory disclosure and barring check required?
[\(click here for guidance on DBS\)](#)

What level of check is required?

Is the post politically restricted

[\(Click here for guidance on political restriction\)](#)

Is the post exempt from the Rehabilitation of Offenders Act (ROA) 1974

[\(Click here for guidance on ROA\)](#)

Key Accountabilities and Result Areas:

System Development and Administration:

Key Elements:

Lead the administration and development of Revenues & Benefits IT systems, ensuring they effectively support Housing & Council Tax Benefit, Council Tax and Business Rates collection, overpayment recovery, and enforcement agent services.

Manage user access and system security, ensuring compliance with **GDPR** and **Data Protection Act** regulations. Set up, amend, and remove system users, monitor access, and take appropriate action in response to security breaches.

Maintain an expert understanding of system functionality, tracking software releases, identifying relevant updates, and planning their deployment. Ensure upgrades are **tested, communicated, and implemented effectively**, translating complex technical information into accessible guidance for service teams.

Ensure maximum system availability, performing maintenance and upgrades outside of normal working hours when required. Oversee system configurations post-upgrade, with weekend work only necessary for specific updates such as **annual billing and benefits uprating**.

Oversee the scheduling and execution of batch processes and reporting, ensuring automated jobs and system-generated outputs (such as recovery and benefit notices) are correctly scheduled and completed on time.

Investigate and resolve system faults and user enquiries, coordinating with internal teams, IT service providers, and system suppliers to ensure issues are resolved promptly and effectively.

Act as the primary liaison with IT contractors and system suppliers, maintaining strong working relationships to support service delivery, resolve system faults, and implement enhancements.

Take a lead role in system evaluation, development, testing, and implementation for new or replacement IT systems should the Council undertake such an activity.

Support annual billing and benefits uprating, ensuring system parameters are correctly configured, modules are scheduled to run efficiently, and all notices are successfully issued. This will require weekend availability for one billing cycle between **15 February and 15 March**, with at least one week's notice provided.

Ensure team resilience, enabling cross-training within the team to provide cover for key tasks in cases of absence.

Maintain and update procedural documentation relating to IT system processes, ensuring all guidance is accurate, clear, and accessible.

Provide technical support and expertise to other Local Authorities, sharing best practices and system insights as required.

Ensure compliance with information governance requirements, handling **Freedom of Information Requests, Subject Access Requests, and Data Protection Requests** in an accurate and timely manner.

Represent the Service Area and the Council professionally, fostering positive relationships with internal teams, external stakeholders, and IT suppliers.

Oversee financial reconciliation processes, ensuring data consistency between systems and maintaining financial integrity.

Ensure compliance with audit requirements, responding to annual systems audits in a timely manner and demonstrating adherence to established processes and best practices.

Team Management

Staff Development & Coaching

- Conduct regular one-to-one meetings to support, coach and develop staff
- Ensure consistent quality monitoring and provide meaningful feedback on performance
- Ownership of formal performance management including capability reviews and disciplinary actions where necessary
- Promote ownership and accountability for decisions without escalation, empowering the team's autonomy
- Own the guidance and procedure documentation for the team's processes and ensure that knowledge gaps are filled promptly

Risk and Mitigation

- Monitor workload pressures and stress levels, taking proactive steps to prevent burnout and ensure staff feel supported, mitigating risks to staff wellbeing
- Address the challenges of lone working, hybrid working, and potential isolation, fostering strong communication, engagement, and team cohesion and implement strategies to promote mental and physical wellbeing.
- Regularly review and adapt working practices to ensure a safe, inclusive, and sustainable environment for all team members.

Accountability & Performance Oversight

- Set clear expectations for staff performance and ensure targets are met
- Take responsibility for workload distribution and ensure fair resource planning
- Ensure that the team is effectively resourced which will include hiring staff when needed
- Address underperformance proactively, ensuring staff take responsibility for their outputs

Team Morale & Engagement

- Focus on staff engagement with the business and its culture, creating a motivated and high-performing team
- Take an active role in ensuring staff wellbeing, fostering an environment where people feel supported and valued
- Lead by example through regular 'back to the floor' exercises, ensuring and understanding to frontline challenges

Escalation & Decision-Making

- Handle all day-to-day team issues and decision-making independently

- Escalate on significant matters such as major disciplinary actions or long-term performance issues to Revenues Recovery Service Manager

Culture:

To support the development of an organisational culture that is positive, forward looking, performance and customer focused.

To promote and commit to ownership and accountability.

To develop creative, innovative and practical solutions to complex problems

To promote and commit to an honest and open working environment.

To commit to own continual learning and development.
To think laterally and challenge constructively

Resource Management:

To carry out such other duties as may be reasonably required from time to time.

Communications:

To maintain efficient communication mechanisms with other areas and across the department, in order to ensure effective delivery of the work of the department.

To respond to enquiries and complaints, as directed.

To assist in preparing and where relevant delivering training associated with any aspect of the team's remit.

To attend and participate in team and departmental meetings and any meetings in connection with all aspects of the service.

Commitment:

To work flexibly and take responsibility for career and personal development.

To actively seek opportunities to enhance the role's contribution to the work, aims and objectives of Croydon.

To improve the Croydon customers' overall perception of all services provided by the local authority.

Undertake such other duties as are consistent with the job purpose and grade of post to assist the Support Services & Development Manager in achieving service objectives.

Green Commitment

Ensuring both individual and teamwork meets the Council's Green Commitment Policy goals in reducing energy consumption and waste, increasing renewable energy use and recycling, contributing to a reduction in traffic congestion and using sustainable materials.

Data Protection

Being aware of the council's legal obligations under the Data Protection Act 2018 (the "2018 Act") and the EU General Data Protection Regulation ("GDPR") for the security, accuracy and relevance of personal data held, ensuring that all administrative and financial processes also comply.

Maintaining customer records and archive systems in accordance with directorate procedures and policies as well as statutory requirements.

Treating all information acquired through employment, both formally and informally, in accordance with the Workforce Data Protection Policy.

There are strict rules and protocols defining employee access to and use of the council's databases. Any breach of these rules and protocols will be subject to disciplinary investigation. There are internal procedures in place for employees to raise matters of concern regarding such issues as bad practice or mismanagement.

Confidentiality:

Treating all information acquired through employment, both formally and informally, in confidence. There are strict rules and protocols defining employee access to and use of the council's databases. Any breach of these rules and protocols will be subject to disciplinary investigation. There are internal procedures in place for employees to raise matters of concern regarding such issues as bad practice or mismanagement.

Equalities and Diversity

The council has a strong commitment to achieving equality of opportunity in its services to the community and in the employment of people. It expects all employees to understand, comply with and promote its policies in their own work, undertake any appropriate training to help them to challenge prejudice or discrimination.

Health and Safety:

Being responsible for own Health & Safety, as well as that of colleagues, service users and the public.

Employees should co-operate with management, follow established systems of work, use protective equipment and report defects and hazards to management.

Managers should carry out, monitor and review risk assessments, providing robust induction and training packages for new and transferring staff, to ensure they receive relevant H&S training, including refresher training, report all accidents in a timely manner on council accident forms, ensure H&S is a standing item in team meetings, liaise with trade union safety representatives about local safety matters and induct and monitor any visiting contractors etc, as appropriate.

Contribute as an effective and collaborative team member

Participating in training to demonstrate competence.

Undertaking training as required for the role.

Participating in the development, implementation and monitoring of service plans and focusing on own performance and outputs in relation to these

Championing the professional integrity of the service.

Person Specification

Job Title:

Revenues & Benefits System Administration Officer

Essential knowledge:

Technical Systems Management & Digital Transformation – A strong understanding of IT system administration, including managing system configurations, scheduling batch processes, monitoring interfaces, and troubleshooting faults. Must be able to assess new system functionality, coordinate testing and deployment, and ensure continuous improvement in system efficiency to support service objectives.

Compliance, Risk Management & Audit Readiness – Knowledge of regulatory requirements related to data protection, system security, and audit compliance within a local government IT environment. Must be able to ensure system integrity, respond to annual audits, implement risk mitigation strategies, and manage the challenges of hybrid working, lone working, and maintaining operational resilience.

Essential skills and abilities:

People Management & Performance Development – A strong understanding of effective team leadership, including how to motivate, develop and support staff. Must be knowledgeable in performance management processes including setting clear expectations, conducting structured one-to-ones, delivering feedback and managing formal procedures such as capability reviews and disciplinarys.

Process Improvement & Operational Decision-Making –

Knowledge of how to assess, refine and implement process improvements to enhance team efficiency and service outcomes. Must be able to make operational decisions regarding workload distribution, resource planning, and quality control while aligning with wider service objectives.

Data-Driven Decision Making – Ability to interpret, analyse, and act on performance data to monitor recovery success, assess team effectiveness, and identify trends or issues that require intervention. Must be able to use data to inform process improvements and drive continuous service improvement.

Strategic Organisation & Prioritisation – Ability to manage multiple priorities effectively, balancing operational demands with long-term service improvements. Can assess workloads, delegate effectively, and ensure key objectives are met.

Confident & Adaptable Communication – Strong written and verbal communication skills, with the ability to engage and influence a wide range of stakeholders, including technical teams, service managers, and external partners.

Problem-Solving & Analytical Thinking – A logical thinker who can break down complex issues, evaluate solutions, and make data-informed decisions that improve efficiency and effectiveness.

Process Development & Continuous Improvement – Experience in identifying inefficiencies, designing practical solutions, and driving process improvements while ensuring compliance with policies and regulations.

Technological Proficiency & Digital Fluency – High level of IT literacy, with the ability to quickly adapt to new technologies. Must be proficient in Microsoft Excel, Word, Outlook, and PowerPoint, with experience using data analysis tools and business intelligence reporting where applicable.

Resilience & Adaptability – Able to respond positively to change, remain solution-focused in challenging situations, and drive forward service improvements in an evolving operational environment.

Clear & Structured Documentation Skills – Capable of producing clear, comprehensive working instructions, procedures, and technical documentation that support knowledge sharing and operational consistency.

Stakeholder Engagement & Influence – Confident in working with a variety of stakeholders, understanding their needs, and presenting complex technical or analytical information in a way that is accessible and actionable.