

## Decision under Delegated Powers

### Officer Requesting Decision (if necessary)

ICT Service Delivery Manager

### Officer Making the Decision

Rob Mitchell, Head of paid service (Chief Executive)

### Recommendation

To create two new FTE (74 hrs per week) System Administrator posts within the ICS Development team, to support the Revenues and Benefits systems following the decision to return the Revenues and Benefits service back in house.

### Reason

To provide required resources for the delivery of the Revenues and Benefits service.

### Authority for Decision

Under Section 6 of Constitution the Head of Paid Service (Chief Executive) has delegated authority to agree changes to the establishment, within budget and without major operational disruption or interruption or services or involving a change from direct to indirect provision or vice versa or other policy implications. These proposals fall within the limit of the authority of the relevant Head of Service.

### Decision and Date



17/06/2024

### Background

In September 2023, Cabinet approved the decision to return the outsourced Revenues and Benefits services to Charnwood Borough Council. The services are currently contracted to Capita and have been for 15 years. The current contract will end on 31/10/2024 with all services returning to CBC management.

Job Evaluation has graded the new post of Revenue and Benefits System Administrator post at SO2. As covered in [Appendix 1](#), the post-holder(s) will be the main point of contact for all Revenue and Benefits systems, including the Capita One,

EDMS (Document Management) system, and maintaining the delivery, integrity and reconciliation of all associated batch routines, BACS runs, and interface scripts with other systems such as payment applications.

The System Administration post is essential to the delivery of the Revenue and Benefit Services. The first post will be recruited to during the summer months with an expected start date of 1<sup>st</sup> September 2024 in preparation for the launch of the new service on 14<sup>th</sup> October 2024. The second post will be recruit after go live of the Revenue and Benefits contract to provide required resilience for the support and development of Revenue and Benefit applications.

**Comments from HR**

HR Adviser: Anna Cairns (10/6/24)

Comments: This new post has been through the Job Evaluation process and graded accordingly. The normal CBC Recruitments process should be followed.

**Financial Implications**

At 2024/25 budgeted grades, SO2 for 37 hours FTE are £52,700 at the bottom of the scale and £55,600 at the top of the scale. For the two posts, this is a total budgeted cost of £105,400 at the bottom and £111,200 at the top of scale. This will be funded from the net savings realised as part of the process of bringing revenues and benefits back in house. This will be funded from a mixture of D105/D110/D200 E0723

**Risk Management**

No specific risks are associated with this report.

**Key Decision:** No

**Background Papers:** None

## Appendix 1 – Job Profile

JOB PROFILE	
<b>Directorate:</b>	Customer Experience
<b>Service Area:</b>	Information & Communication Services (ICS)
<b>Job Title:</b>	Revenues and Benefits System Administrator
<b>Grade:</b>	SO2
<b>Post Number:</b>	TBC
<b>Base/Location:</b>	Southfields
<b>Responsible To:</b>	Information Development Manager
<b>Responsible For:</b>	n/a
<b>Key Relationships/ Liaison with:</b>	All ICS staff, Revenue and Benefits Service, Customer Experience Team, and Council Services.

### Job Purpose

- As part of the ICS Development Team, administer, support, and develop the Revenue and Benefits systems and associated ICT services.
- The post-holder will be the main point of contact for assigned systems and be involved in all phases of the development, maintenance and improvement of systems, changes, and documentation.
- To deliver an effective and appropriate service to all service users, fairly and without discrimination.

### Main Duties and Responsibilities

1.	System Administration of the core Revenues and Benefits and Document Management systems, which involves supporting, maintaining, developing, escalating, and proactively managing access and integrity of assigned on-premises and cloud-based applications (including all test and live environments).
2.	Scheduling of batch routines including document production, integrity checks and system reconciliations.
3.	Scheduling of Benefit payment runs, cash postings and refunds ensuring full financial reconciliation.
4.	Management of Direct Debit (DD) and AUDDIS processing including running and control prior to transmission to BACS and receipt of returned BACS and failed DD's for resolution.

5.	Undertake year end processing including inputting of parameters for Benefits, Council Tax and Business Rates, running of main billing, liaising with the Councils print and mailing supplier and other relevant tasks.
6.	Lead on the System upgrades by ensuring key processes such as Change Request and User Acceptance Testing, test plans, pre-upgrade checks, etc are all completed to expected quality and timescales by following ICS policies.
7.	Lead on Problem resolution by liaising with suppliers and the Councils IT Department to resolve any system issues, including arranging fixes and new releases/products to be installed.
8.	To work closely with Services areas, Suppliers, and the ICS Team by applying and documenting agreed processes, scripts, or configuration changes to assigned applications.
9.	Follow standard processes, ensuring all System documentation and user manuals are kept up to date, maintained and reviewed periodically.
10.	Main point of contact for User management (creating new users, general maintenance, permissions, etc). To also undertake training in conjunction with the users and Service areas.
11.	Communicate, promote, and apply best practice relating to the assigned applications. Also, communicate the impact of release notes and planned application changes to the relevant stakeholders.
12.	To create, modify/amend management and performance reports based on agreed changes/specifications, including setting up bespoke reports and provide statistical information necessary to complete returns to Government and other organisations including the NDR3 and QRC4.
13.	Assist in the provision of management information and evidence for auditors and other relevant parties, interrogating the data as required.
14.	In addition to these main duties, there will be other tasks which arising from time to time and the postholder will be expected to have a flexible view of their job profile; such as working overtime for schedule out of hours cover, development, maintenance, and upgrade work.
15.	Responsible for protecting and managing information securely, and reporting breaches or suspected information security breaches, in line with Council policies.

### Special Factors

- The nature of the work may involve the jobholder carrying out work outside of normal working hours.

**This job description sets out the duties and responsibilities of the job at the time when it was drawn up. Such duties and responsibilities may vary from time to time without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and cannot in themselves justify a reconsideration of the grading of the job.**

**Charnwood Borough Council is seeking to promote the employment of disabled people and will make any adjustments considered reasonable to the above duties under the terms of the Equality Act 2010 to accommodate a suitable disabled candidate.**

**Prepared by:** Information Technology Delivery Manager

**Date:** June 2024

<b>Directorate:</b>	Customer Experience
<b>Service Area:</b>	Information and Communication Services
<b>Job Title:</b>	Revenues and Benefits System Administrator
<b>Grade:</b>	SO2
<b>Post Number:</b>	TBC

	Essential	Desirable
<p><b><u>Qualifications</u></b></p> <p>Relevant NVQ or above IT related qualification or proven experience at a level equivalent to the above qualification.</p> <p>Relevant formal training in system administration and/or database management.</p> <p>IRRV Revenues/Benefits Technician.</p>	<p>✓</p> <p>✓</p>	<p>✓</p>
<p><b><u>Experience</u></b></p> <p>Experience of administrating or developing an Information System to deliver tangible improvements.</p> <p>Demonstrable experience delivering Automation and Process Engineering</p> <p>Proven experience of the administration of complex computerised systems including batch processing and the scheduling of routines, preferably in a revenues and benefits context.</p>	<p>✓</p> <p>✓</p> <p>✓</p>	
<p><b><u>Skills / Knowledge</u></b></p> <p>Ability to translate and implement user requirements into software solutions.</p> <p>Strong knowledge of database management, e-Form Builder and Workflow tools.</p> <p>Knowledge of using standard software packages i.e. Major components of Microsoft Office, use of web editing technologies or equivalent.</p> <p>Operational knowledge of Revenue and Benefits systems.</p>	<p>✓</p> <p>✓</p> <p>✓</p>	<p>✓</p>

<p>Overview knowledge of NET Framework, APIs, XML and HTML would be advantageous.</p> <p>Knowledge and practical experience of ITIL lifecycle, in particular testing, change management and release management.</p> <p>The ability to converse at ease with customers and provide advice in understandable spoken English is a requirement of the post.</p>		<p>✓</p> <p>✓</p>
<p><b>Interpersonal Skills</b></p> <p>Excellent problem solving and analytical skills with a methodical approach. Strong attention to detail.</p> <p>Ability to communicate complicated concepts clearly. Focus on customers and the ability to work with external organisations to solve problems.</p> <p>Flexibility, adaptability, and exercises initiative. Embraces technology, innovation, and information.</p> <p>Good team member. Ability to work well without close supervision.</p> <p>Good organisational ability and time management skills.</p> <p>To be able on occasion to work outside normal office hours.</p>	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>	

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