



**Brighton & Hove
City Council**



Candidate Briefing

Head of Welfare,
Revenues & Business
Support

CLIENT:	Brighton & Hove City Council
ROLE:	Head of Welfare, Revenues & Business Support
PENNA CONSULTANTS:	Andrew Tromans and Bruna Varante
APPLICATIONS DEADLINE:	Monday, 10 th March 2025



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Further reading: [Brighton & Hove City Council plan 2023 to 2027 Corporate Leadership Plan](#)



Advert

Head of Welfare, Revenues & Business Support

Salary £71,565 to £78,451 | Brighton & Hove City Council

Lead key services that directly support our community, working in an organisation that invests in your professional growth and development.

The Role

As Head of Welfare, Revenues & Business Support, you will lead a critical service with responsibility for our major corporate finance systems and services including Payroll, Accounts Payable and Receivable, and Banking as well as delivering Council Tax and Business Rates collection, Housing Benefits and Welfare Support.

You will oversee high-performing, cost-effective services within a framework of customer excellence, ensuring these essential public-facing and corporate services operate at the highest standard.

Reporting to the Director Property & Finance, you will play a key strategic role in shaping and delivering welfare support strategies, corporate debt management approaches, digital service and corporate systems improvements.

This is a unique opportunity to make a significant impact, working collaboratively with senior officers, partner organizations, and government bodies to deliver innovative and customer-focused solutions that meet the challenges of a rapidly evolving public sector.

Candidates

We are looking for candidates with a proven track record of delivering complex change who:

- Will lead multi-functional teams and achieve operational excellence.
- Possess skills in relationship building, negotiation, and collaboration with stakeholders across the council and city partners.
- Evidence of a focus on innovation, particularly in the use of digital systems and self-service solutions, to drive service improvement.

Whilst bringing prior experience of managing either financial business services or revenues, benefits and welfare services may be desirable, we are equally open to candidates from diverse professional backgrounds who bring transferable expertise and fresh perspectives.

Why Brighton & Hove?

Brighton & Hove is a vibrant city that blends coastal charm with urban energy. It's a place of opportunity, diversity, and innovation, where the council is committed to making a difference for its residents, businesses, and visitors.

You'll be part of a progressive organisation that values creativity, inclusivity, and excellence, and that will invest in your professional growth and development. We offer a competitive salary, flexible working arrangements, and the opportunity to lead key services that directly support our community.

For even more reasons on why Brighton & Hove, please visit <https://www.brighton-hove.gov.uk/jobs/why-work-us>



Next Steps

For more information and to arrange a confidential discussion, please contact our retained consultants at Penna:

Andrew Tromans on 07805 226 301 or Bruna Varante 07858 306 725.

To apply, visit <https://execroles.penna.com>.

Closing Date: Monday, 10th March 2025.

Brighton & Hove City Council is committed to equal opportunities and welcomes applications from all sections of the community.





Working for Brighton & Hove City Council

We are looking for a senior leader who can drive the council to:

- **Be connected:** to enable a connected organisation that has a clear one Council mission to create “a better Brighton and Hove for all.” Building a leadership that connects and brings critical resources together to address the knotty and challenging issues we face as a city. Creating a structure with clear accountability, communication and transparency that empowers Officers to make decisions as close to the front line as possible.
- **Be innovative and diverse:** to enable the organisation to become more dynamic. To build a diverse workforce and leadership, which reflects the communities of Brighton and Hove that we serve. To support a network of leaders at all career stages.
- **Be confident:** to build working practices that are agile and take a test & learn approach. To embed reflective practice, and a growth mindset culture where we all learn from our mistakes and use these experiences as opportunities to grow as an organisation. Build the workforce skill and acumen to work in complexity and be courageous leaders.
- **Be creative:** to build the space and capacity for experimentation, reflection, and innovation. To enable creative policy development. To become a City Council that is an influencer and leader in key policy that will change the lives of our residents. To be a Council that embraces AI and new technologies to create efficiency and space to deal with the critical challenges our residents face, while recognising their limitations. Creating the space for our great staff to learn and grow with technological change so they can grow their careers with the skills they need and a culture where focus on efficiency and value for money is embedded in our ways of working.
- **Be healthy and psychologically safe:** to create a trusted environment, enabling everyone to bring their best selves to work. To build a resilient workforce that looks after its health and wellbeing.

Encouraging a diverse workforce

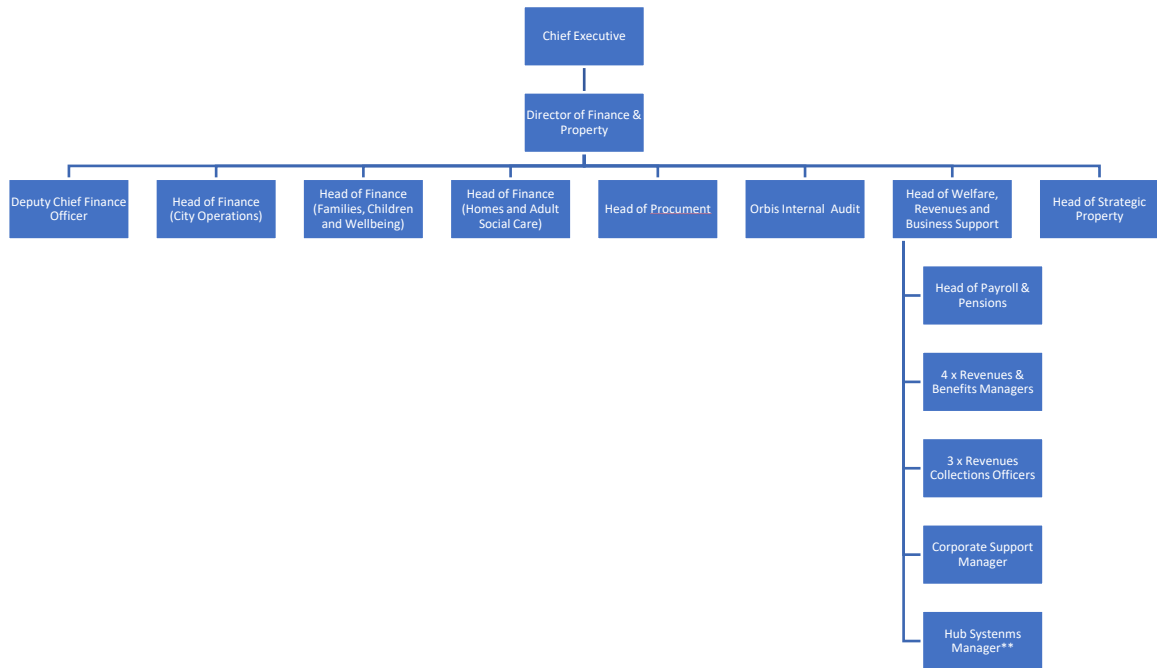
Our city is known and loved for its diversity. Not only is the mixture of people, culture and skills vital to the economic and social development of the city, it's what makes Brighton & Hove such a great place to live, work and visit. We are committed to developing and retaining a workforce that is representative of the diverse communities we serve so we welcome applications from individuals from all backgrounds. In order to achieve our aims of proportionate representation, we particularly encourage applicants from a BME or White Other background as well as those who identify as disabled, male or trans.

Find out more about our commitment to being a fair and inclusive place to work where everyone can achieve their potential by reading about our [fair and inclusive](#) actions, our [anti-racism strategy](#) and [How we create a fair and inclusive workplace](#).

Please note that this post is exempt from the Rehabilitation of Offenders Act 1974 and is subject to a Disclosure & Barring Service (DBS) Check.



Structure Chart



* - The Corporate Support Manager oversees the service looking after all of Brighton & Hove City Council's finance systems

** - The Hub Systems manager oversees all systems for the Welfare Revenues & Business Support Service.



Job title:	Head of Welfare, Revenues and Business Support
Reports to job title:	Chief Finance Officer
Directorate:	Corporate Services
Division:	Welfare Revenues and Business Support
Job identification number (JIN):	4396

Job purpose

To lead and manage the Welfare Revenues & Business Support Service (WRBS) consisting of Council Tax administration, Business Rates administration, Housing Benefits Administration, Welfare Support, Pension & Payroll administration, Finance & Banking Operations, Accounts receivable/payable, Corporate Collections, Benefit Overpayment Recovery, Corporate Debt, Community Hub, WRBS systems and data management, Corporate Systems & Data Management (HR and Finance) to provide high performing, cost effective services within a framework of customer excellence.

As a member of the directorate's senior management team, which sits below the Corporate Services CLT, to proactively contribute to the development and achievement of strategic directorate business plans and objectives, and to participate in and deliver corporate working and authority-wide initiatives, in particular, supporting development and provision of the council's Welfare Support strategy and Corporate Debt approaches.

To provide oversight and steer for the development of the service in terms of resources skills and resilience; the main systems; improved holistic workflow design; digital customer services and self-service automation for transactional services.

To develop and maintain effective relationships with Chief Officers and Senior Management across relevant directorates, partner organisations, businesses, and national government, as well as with councillors and customers, including working collaboratively with council services to provide holistic and joined-up services.

Principal accountabilities

1. To be the strategic leader of the service, and sponsor, with overall responsibility for transformational change and continuous improvement across the WRBS Service by providing effective change management, setting a programme of improvement prioritisation, consultation, and engagement to deliver customer-focused and efficient services. This includes a long-term sustainable resource strategy, development of main software systems and development of digital and self-service products and services.
 2. To implement and monitor corporate service standards across the Service Hub, including customer service standards, and to contribute to the development and definition of corporate and service specific standards. To be corporate lead for the development and application of strategic direction and service standards in relation to Financial Welfare Support and Corporate Debt Policy.
 3. To lead, manage and continually review all resources across WRBS to maintain business continuity and resilience at all times and strategically plan and prepare for changes in advance to ensure projects and service changes can be resourced and supported so that both in periods of stability and transition all aspects of the service are high performing and cost effective.
 4. To lead the strategic collaboration and oversee the delivery of corporate service improvements where WRBS system improvements, workflows and data sharing opportunities can be realised across multiple services to provide efficiencies and improved customer experience.
 5. To review, identify and recommend strategy and policy options both to inform national and local policy development and to implement national policy to fit local circumstances.
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6. To contribute to and/or lead agreed corporate initiatives including providing Senior Responsible Officer (SRO) leadership for specified modernisation and transformation projects concerning, for example, corporate debt management, the corporate approach to welfare support, and corporate systems development.
7. To be senior responsible officer for data held on systems within the WRBS remit and ensure information governance compliance.
8. To be accountable for the council's response and lead implementation of major service changes driven by legislation / crisis response including but not limited to; the transfer of benefit caseload to the DWP; changes to or reformation of pension and payroll requirements, changes to or reformation of local taxation, changes to the welfare benefit / council tax reduction system, or local discretionary welfare support; government initiatives relating to crisis response (e.g. cost of living, refugee support, etc)
9. To be fully accountable for the development and management of the budgets for WRBS, including developing and agreeing service plans for all permanent and temporary aspects of WRBS administration and the associated project and corporate responsibilities, such as the Household Support Fund.
10. To be responsible for, and accountable for, the achievement of agreed performance targets for these essential public facing and corporate services. This includes effective performance management of staff reporting to the post.
11. To ensure that WRBS has a development plan to ensure resource resilience for both business as usual and change activities so staff are appropriately trained, developed and coached, including through continuous professional development, and otherwise kept up to date with changes to legislation, best practice and policy through being able to inspire and motivate team members and the management team to foster a strong culture of standards, performance and accountability.
12. To ensure WRBS provides effective systems support, data management and insight to meet corporate management information requirements and provide analysis, interpretation and advice for members, partners, and the Chief Finance Officer regarding the potential impacts of changes to the service and customers.
13. To ensure effective communication and engagement within the service on corporate priorities and service issues.
14. To contribute to the directorate's equalities response and action planning and be accountable for the implementation of actions to ensure that the service meets the council's equalities policies and objectives.
15. To be accountable for the implementation of practices and actions to comply with the council's health and safety obligations and requirements.

Health and safety accountabilities

To co-operate in the implementation of the council Health and Safety policy and supporting standards, in particular, as set out in section 1 of the Health and Safety Policy and Management Standard.

Diversity and inclusion accountabilities

Understand the council's diversity and inclusion aims and strategies.

Take an active role in ensuring that equality, diversity, and inclusive outcomes are embedded in your work activities, communications and interactions with staff and customers.

Challenge or report incidents where inclusion and equality in practice has not been followed, including reporting discrimination, harassment and bullying to your manager or other senior colleague in your service.



Note regarding duties

The list of duties in the job description are not exclusive or exhaustive. There will be other duties and requirements associated with your job and, in addition, as a term of your employment you may be required to undertake various other duties. The council reserves the right to update your job description, from time to time, to reflect changes in, or to, your job. Proposed changes would be subject to consultation.





Person Specification

Job title:	Head of Welfare, Revenues and Business Support
Reports to job title:	Chief Finance Officer
Directorate:	Corporate Services
Division:	Welfare Revenues and Business Support
Job identification number (JIN):	4396

Essential criteria

Education/qualifications, knowledge

- Job-related education, qualifications, and knowledge
- Educated to degree level and/or a relevant professional qualification and/or equivalent extended experience of managing multiple regulated or statutory services at a senior level.
- Substantial experience gained in a welfare benefit, revenues, or HR & Finance transactional services environment.
- Extensive knowledge of the Welfare Benefit System and legislation, local taxation and revenues legislation and basic knowledge of housing law, debt and bankruptcy law, and other relevant legislation.
- Knowledge and understanding of the Local Government Pension scheme and the associated relationships between pension funds and membership organisations.
- Knowledge and understanding of the management of large-scale software systems and the associated responsibilities for data asset ownership, system development programmes.
- A strategic and practice -based understanding of programme management and the oversight of multiple diverse projects.
- A strategic and practice-based understanding of providing a customer-focused service.

Experience

- Demonstrable experience of leading, motivating, and inspiring large, multi-functional services at a senior officer level.
- Experience of developing and improving service level strategies that complement and enhance the broader strategic objectives of the whole organisation.
- Demonstrable experience of delivering long term sustainable resource plans, to provide skills and capacity to deliver modernisation programmes.
- Experience of developing corporate policies and strategies to support the council's response to financial, welfare and government requirements and priorities.
- Experience of working with, and significantly influencing, a wide range of stakeholders including members, senior management, and partnership organisations to deliver cross-service strategies.
- Experience of working in a senior management team and environment.
- Experience of advising and representing at senior level with local and national politicians and the media.
- Successful experience of managing budgets and income targets within an environment of financial constraint.
- Demonstrable experience of successfully leading large-scale change or transformation projects, either as a project sponsor or project manager, analysing options, administering capital, project, and revenue budgets, and flexibly applying and/or bidding for resources to ensure a successful outcome.
- An experienced leader and manager of change with excellent strategic, leadership, planning and communication and engagement skills.



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- Demonstrable experience of delivering real outcomes and improvements for the customer and council.
 - Experience in organising high volume administration and transactional services and managing multi-disciplined services with conflicting demands to successfully deliver service improvements.
 - Experience of working in a management team to solve complex problems, outside of your own area.
 - Specification and operation of internal financial controls.

Skills and abilities

- Ability to hold a wide number of briefs and manage resources and time to meet priorities while maintaining appropriate senior support for all areas of responsibility.
- Ability to analyse needs, priorities, legislation, and constraints to develop complex strategic plans and/or corporate policies.
- Excellent relationship builder able to work collaboratively with a wide range of internal and external stakeholders at differing levels of seniority.
- Highly developed negotiating skills.
- Excellent team player able to lead and contribute to the development of high performing teams.
- Highly developed skills in communication and presentation in a senior management and political environment. To act as the council's spokesperson with the media as required.
- Ability to successfully build morale and motivate and lead staff.
- A comprehensive understanding of business and project planning and the attention to detail this requires.
- A comprehensive understanding of the use of large-scale database systems and technologies to meet legislative requirements and meet service and customer satisfaction objectives.
- An ability to understand both internal and external operating environments through the evaluation of competitors/partners and influence change to achieve the strategic objectives of the council.

Health and safety knowledge

- Commitment to acquiring awareness and knowledge of Health and Safety policy and practice as it applies in their area of work.
- Ability to co-operate and adhere to Health and Safety Policy, practices, and instructions.

Diversity and inclusion

- Demonstrate a genuine commitment to the council's values in relation to embracing diversity and provide a service based on fairness and inclusion.
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How To Apply

This guidance contains important information to help with your application:

- Please apply by submitting a CV and Cover Letter (no more than four sides of A4 in length per document aligned to the person specification). Please also include your contact details.
- Please ensure your full employment history is outlined in your CV; where there are essential criteria, competencies and/or qualifications please make clear how you meet these. We may wish to verify this information during the recruitment process.
- Please provide the details of two referees. Note that we will only approach referees for candidates proceeding to final selection and only with your permission. Please clearly indicate whether we can approach each referee before the selection date.
- Please share with us in your Cover Letter the values and behaviours that you bring to your leadership, and how you will transfer your skills and experience into this role.
- Please complete the Equal Opportunities Monitoring Form when you upload your details.
- Please return your application by the closing date – no applications will be accepted once the long listing process has begun.
- Following shortlisting, you will be contacted directly by a Penna consultant to update you on the status of your application.
- Asking for adjustments – we're committed to making our recruitment practices barrier-free and as accessible as possible for everyone. This includes making adjustments or changes for disabled people, neurodiverse people or people with long-term health conditions. If you would like us to consider doing anything differently during the application, interview, or assessment process, including providing information in an alternative format, please contact us.
- Please contact Andrew Tromans on 07805 226301 for a confidential discussion or for any information, insight or guidance about either the role or recruitment process.

Please note the key dates in the recruitment process:

Closing Date	Monday, 10 th March 2025
Shortlist meeting (applicants need not attend)	Week commencing 10 th March 2025
Interviews (in person)	Week commencing 17 th March 2025

To apply for this role, please visit the following link to upload your CV and Cover Letter:

<https://execroles.penna.com>