



Job description			
Job title	Principal Revenues and Benefits Manager		
Grade	P		
Directorate	Resources		
Service/team	Revenues and Benefits		
Accountable to	Service Manager - Benefits and Welfare		
Responsible for	Team Managers		
JE Reference		Date Reviewed	December 2025

Purpose of the Job

The post-holder will lead and manage a number of different Teams, covering all aspects of Revenues and Benefits administration, but specifically Benefits and Fairer Charging for Adult Social Care.

The post-holder will have responsibility for delivering a quality, efficient, responsive and customer-focused service to clients and the Council, ensuring that resources across the service are used efficiently and effectively to ensure that agreed performance targets are achieved.

The post-holder will be responsible for ensuring that the duties and responsibilities of the service are carried out in accordance with relevant Acts, Regulations, Council Policies and best practices.

Duties and Responsibilities

This is not a comprehensive list of all the tasks, which may be required of the post holder. It is illustrative of the general nature and level of responsibility of the work to be undertaken.

1. Responsible for managing, motivating and directing staff across the whole of the service according to agreed objectives and strategies. Working with Team Managers to allocate and direct resources to ensure shared targets are met. Deputises in the absence of the Revenues and Benefits manager
2. Working as part of the Management Team to plan for future operational changes. Assist with the identification and implementation of appropriate actions and technology, where appropriate, to ensure that changing demands are met and service provision is maintained.
3. Liaise with other Teams, Sections, Services and external organisations to maintain effective working relationships and ensure that corporate priorities can be achieved whilst maximising income for



the authority through an efficient, effective and comprehensive billing and collection service.

4. Contributing towards the production, implementation and monitoring of team and service plans with clear objectives, goals and targets to ensure that Corporate & Service priorities are met. Identify any variance and propose corrective action with the Revenues and Benefits manager.
5. Managing and monitoring external contracts to ensure that service levels are maintained and expected efficiencies are achieved.
6. Co-ordinates, directs and monitors the billing and recovery process up to and including Committal stage and Benefits administration; including arranging and managing recovery action through Courts and Enforcement Agents as required. Where necessary supporting Team Managers by representing Council at Court and tribunals.
7. Responsible for the planning and implementation of service year-start and year-end activities, ensuring comprehensive acceptance testing of software applications is undertaken and that the results are fed back as appropriate.
8. Maintain accurate statistical records to support the compilation and submission of government returns, securing and improving collection rates and processing times. Develop and maintain quality assurance processes to ensure accuracy and consistency, liaising where necessary with internal and external auditors and producing statistical reports for Senior Managers and/or Members.
9. Ensure that changes in legislation are implemented as required and that the impact to the council and customer are taken into consideration, procedure notes, manuals and documents are accurately updated, reviewed and communicated to all staff.
10. Take an active role in the Performance Review and Development process, ensuring individual and team training & development needs are identified and met, that under performance within the team is challenged and that appropriate action is taken in accordance with Council Policy.
11. Responsible for ensuring effective communication within the team and with other internal / external stakeholders and participates fully in the Departmental Communication Strategy.
12. Ensure that all HR policies are applied fairly and consistently within the service.
13. Responsible for the speedy resolution of all enquiries/queries dealt with by their team.
14. Any other duties commensurate with the grade that assists the Division in meeting its objectives and contributes to personal development.



Knowsley Better Together – Staff Qualities



Health and Safety

- To use equipment as instructed and trained.
- To inform management of any health and safety issues which could place individuals at risk.

Data Protection and Information Security

- Implement and act in accordance with the Information Security Acceptable Use Policy, Data Protection Policy and GDPR.
- Protect the Council's information assets from unauthorised access, disclosure, modification, destruction or interference.
- Report actual or potential security incidents.