



Job description			
Job title	Service Development Lead		
Grade	P		
Directorate	Resources		
Service/team	Exchequer Services		
Accountable to	Service Manager, Revenues and Business Transformation		
Responsible for	Projects Officer		
JE Reference	A5352	Date Reviewed	March 2026

Purpose of the Job

The main purpose of the job is to lead the implementation of a range of critical service developments and redesign initiatives across Exchequer Services, ensuring key milestones are achieved and that required outcomes are met.

Reporting to the Service Manager (Revenues and Business Transformation) the role will lead and manage the delivery of the desired step change in modernising services across Exchequer and driving forward culture change in a complex environment.

The successful candidate will be responsible for driving forward the development of Exchequer Services to support service re-design and improvement to deliver a modern, flexible, and dynamic service designed around the needs of the customer.

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.

- Drive forward the development of Exchequer Services to support service re-design and improvement to deliver a modern, flexible, and dynamic service designed around the needs of the customer.
- Work with the Service Manager (Revenues and Business Transformation) to identify and exploit opportunities for automation to improve efficiency and the customer experience.
- Proactively question and challenge ways of working and influence change across the Service, working with staff to identify where



efficiencies can be made through change in process and service redesign.

- Contributing towards the production, implementation and monitoring of the Exchequer Business Development Plan with clear outputs, timescales and milestones to ensure that priorities are met. Identify any variance from the plan and propose corrective action with the Service Manager (Revenues and Business Transformation)
- Support the Service Manager (Revenues and Business Transformation) with the implementation of new systems, technologies, and approaches, managing stakeholders to ensure targets, timescales and budgets are achieved and the change is successfully embedded.
- To lead on process reviews and support services to articulate, implement and embed changes to deliver process efficiencies
- Identify innovation and best practice across the sector, researching and scoping out opportunities for development and service improvement.
- Initiate and lead on the development of business cases, including research, modelling, and benchmarking.
- Liaise with other Teams, Sections, Services and external organisations as required within individual projects
- Manage projects and/or workstreams as required by the Service Manager (Revenues and Business Transformation)
- Identify and mitigate potential risks and obstacles that may impede the progress or pace of programme delivery.
- Identify, monitor, and manage interdependencies across projects.
- Liaise with the Projects and Programmes Officer to maximise synergies, manage interdependencies and avoid conflict of resources across the Programme
- Deputise on Business Development in the absence of the Service Manager (Revenues and Business Transformation)

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.
- As a senior officer, you will be expected to support the Council's emergency preparedness, response, and recovery arrangements; this may include, but is not restricted to, participation in appropriate training and exercises, participation in our emergency duty officer rota, and attending Strategic and/or Tactical and/or Recovery Coordinating Groups with our multi-agency partners.