



## **Job description**

# **Head of Anglia Revenues Partnership (ARP)**

### **Job purpose:**

To deliver inspirational and strategic leadership and direction to ARP, to include management, performance and governance of the partnership. To ensure the ARP delivers to its full potential, including successful development and delivery of its revenues and benefits services. To ensure the ARP delivers on its objectives and responsibilities to the local authority partners and other stakeholders. To develop and deliver a long-term business strategy for the future advancement of the partnership.

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### **The key elements of the role are as follows:**

- Responsible for the continual strategic development of the revenues and benefits service for the five partner authorities in the ARP to deliver the key objectives of the partners.
- Deliver the strategic aims and objectives of ARP, ensuring value for money, striving for continuous improvement and providing high quality services.
- Develop the vision with ARP Joint Committee and Operational Improvement Board for the future direction of revenues and benefits services provided by ARP and ensure that any future governance arrangements are fit for purpose.
- To develop, deliver and maintain a long-term business strategy for the partnership, to be responsible for budgetary planning, financial control and reporting, and to effectively manage and monitor ARP's procurement and contractual arrangements.
- Working as a member of the Operational Improvement Board and with Directors and Chief Executives, to communicate and promote ARP's vision and values and business priorities effectively both inside and out of the ARP.
- Working with external partners, stakeholders, and key strategic agencies (such as DWP and DLUHC) to drive the delivery of appropriate outcomes for the five partner councils.
- To prepare the partnership for sustainable growth. To ensure that real commercial opportunities are secured for the benefit of the partnership without affecting the day-to-day operation of the service.
- Being responsible for projects and championing cross-cutting organisational themes in support of the five councils' corporate agendas.



- Working at the political/management interface to support the Joint Committee, Portfolio Holders, Cabinets, Committees, and the wider council memberships and members in their ward work.
- Ensure that staff are able to access available development opportunities in order to help them reach their full potential and deliver high quality services. Providing support for senior managers through mentoring, coaching and appraising performance on an ongoing basis.
- Driving performance improvement across all services and promoting the ARPs core values and good practice.

## **Key result areas – shared with the Operational Improvement Board**

1. An organisation which is led and managed with clarity of direction and purpose, and an organisation which acts and behaves in accordance with adopted values and codes of behaviour.
2. A constructive and complementary relationship between Joint Committee members, Operational Improvement Board members, and between staff and councillors across the five councils.
3. Robust performance management, resource management and governance regimes, and to ensure that real commercial opportunities are secured for the benefit of the partnership without affecting the day-to-day operation of the service.
4. To ensure that ARP constantly identifies and responds to changes in revenues and benefits legislation, policies, and patterns that lead to needs relating to customers journeys.
5. To deliver high quality revenues and benefits services that meet customer expectation. To develop and implement effective systems to monitor performance, customer feedback and market research to enable continuous improvement and development in accordance with customer needs.
6. To be the lead in ensuring an innovative approach improves business performance and introduces initiatives which engage staff, customers and elected members.
7. A constructive and positive community leadership role, reflected in stakeholder partnerships which add value and support the partner councils strategic and operational priorities.
8. Effective networks at local, county, regional and national levels to ensure that ARP is represented on matters that are important to the partner councils and that our voice is heard as appropriate amongst peers, at the LGA and other membership and lobbying organisations, and within Government.



9. That all councils are organisations which understand local communities, which operates in a fair and open manner and whose culture is conducive to being employers of choice.
10. To perform to the standards and behaviours of ARP's operational values and encourage others to do so.
11. Carrying out such other duties commensurate to the grade for the post.