



ADUR & WORTHING COUNCILS

Job Description & Person Specification

Authority	ADC / WBC
Directorate	Housing & Communities
Post Title	Senior Systems & Quality Officer
Post Number	43240, 42373 & 43239
Accountable to	Systems & Quality Team Leader
Key leadership relationships	<p>Internal: Members of the Council, Chief Officers and all other appropriate Council officers and managers</p> <p>External: Members and Officers of other bodies, specialist agencies, media, contractors and consultants, partner agencies across the public, private and voluntary sectors.</p>
Work style	This role falls within the Blended Working Policy
Last updated	February 2026

Job Description - Principal purpose of job (role summary)

As Senior Systems & Quality Officer you will support the Systems & Quality Team Leader to provide support and assistance to ensure that Revenues & Benefits & EDRMS software systems are maintained to maximise their efficient and effective use in order that Revenues accounts and Benefit claims (including decisions made by the Adjudication Team) are administered promptly and accurately in accordance with prevailing legislation, litigation, guidance, best practice and local policy.

MAIN DUTIES, TASKS AND RESPONSIBILITIES OF POST HOLDER

Corporate

To undertake all duties in accordance with the Councils' policies, in particular those relating to Customer Care and Equal Opportunities.

To undertake such other duties as may reasonably be allocated to the post holder, which may involve providing assistance in any section of the department as may be required from time to time.

To undertake any duties regarding health, safety and welfare at work, civil contingencies and business continuity which may reasonably be allocated to the post holder as a result of legislation, codes of practice or Council policies.

To adhere to all aspects of confidentiality and Data Protection in order to comply with the law. To observe all policies and guidelines as defined by the Councils' Data Protection Officer or your Service Data Controller.

Your manager will empower you to apply our principles - resilience, adaptability and participation - to your working practices.

Generic

To assist the Head of Service to meet all the applicable targets detailed in the Service Plan, and remain within budgeted income/expenditure.

Other such duties as may be required from time to time within the grading and competence of the post holder.

Expectations of post holder

Willingness to embrace change and ability to adapt to new ways of working
Enthusiasm for working across teams in collaboration and partnership in order to help deliver Our Plan
Act with honesty and openness, and be brave enough to contribute your ideas and get involved
Bring your passion for delivering a high quality service for our residents to your role

Engage proactively in your performance and development conversations, and embrace opportunities to learn and grow
<p>Live how we work with each other and our customers:</p> <ul style="list-style-type: none"> • We listen • We say what we think & do what we say • We are inclusive & kind • We are ambitious • We think & act beyond ourselves and our service • We are a team
Promote the service and Councils positively at all times

Role specific Duties and responsibilities
To identify, devise, document, implement and monitor safeguards, controls, checks, reconciliations and verifications to minimise risks and help ensure the efficient, effective and economic provision of a high quality Revenues & Benefits service.
To identify training needs, devise staff guidance notes, plan & deliver staff training (to colleagues and other teams) and monitor subsequent performance utilising QA and reconciliation processes to ensure compliance with procedures.
To attend and participate in software user group meetings and IRRV Forum meetings to gather information and network with colleagues, to summarise information of value to the Service, to inform and train staff, to document, implement and monitor agreed changes.
<p>To maintain an up to date knowledge of</p> <ul style="list-style-type: none"> • Housing Benefit • Council Tax Support • Work undertaken by the Adjudication Team • Council Tax • Business Rates <p>legislation, litigation, guidance, best practice, local policy. To have knowledge of and interpret the welfare benefits that impact entitlement such as Universal Credit.</p>
To maintain an up to date knowledge of the Benefits, Adjudication, Council Tax, Business Rates, and EDRMS and associated software systems, providing staff training to ensure familiarity with relevant operational procedures.
To maintain and help develop, test and implement business application IT systems, liaising with internal and external technical staff and representing the Service at User Group meetings wherever these may be held.
To liaise with internal and external hardware/software/service suppliers (by phone and utilising online portals) to ensure the prompt resolution of complex IT problems, including the investigation and resolution of complex and varied integrity errors using the Ingres database and QBF software to a substantial technical level, using manual transactions as necessary.

To be a bank card holder, complying with bacs, APT and Lloyds banking and security policies (communicating with the Councils' Financial Services Team in respect of refunds, Housing Benefit payment runs and Direct Debit requests) administering payment runs, verifying high value amounts (in excess of £1 million) and transmitting payment on time.
To test upgrades from a user perspective, resolving problems, identifying training gaps, monitoring and updating user access rights, monitoring and updating security settings, updating system parameters, controlling input and checking output.
To assist with the testing and implementation of the annual billing process in relation to Revenues and Benefits, continuously reviewing the database for improvements and implementing changes (or referring to the Digital Team) using discretion as necessary.
To prepare and provide financial, statistical and management information, interrogating the database to produce reports for various internal and external parties that are confidential.
To help ensure that applications for Housing Benefit and Council Tax Support and the calculation of Council Tax and Business Rates liabilities, reliefs, allowances and interest payments have been checked and verified in accordance with best practice and audit requirements.
To implement quality assurance processes within the Revenues and Benefits Service, helping to maximise Benefit take-up to support customers and minimise subsidy losses in line with strategic priorities.
To identify fraudulent applications and Benefit overpayments, reporting promptly to the Senior Corporate Investigator for investigation by Fraud Officers.
To ascertain customer needs and perceptions through various forms of structured and semi-structured survey techniques, analysing data, identifying potential solutions, implementing and monitoring agreed changes using professional discretion.
To maintain and promote excellent customer relations and provide high standards of customer care to both external and internal customers
To remain capable of undertaking all duties normally performed by Revenues and Benefits assessment staff.
To carry out visits, inspections, collections, deliveries and investigations if required.
To scrutinise incoming and outgoing correspondence with the objective of ensuring that urgent, technical and contentious items receive prompt and efficient attention.
To maintain appropriate systems and controls ensuring, in particular, compliance with the Direct Debit guarantee, Financial Regulations and Code of Conduct.
To configure, maintain and develop the Self Service online portal, communicating with customers to resolve difficulties whilst maintaining security and complying with data protection requirements.
To have knowledge of and utilise file transfer software to transmit files to/from the Revenues & Benefits database, APT, BACS, DWP and Enforcement Agent portals, inspection software and internal network folders.
To ensure that ad hoc system output from the Revenues and Benefits database is controlled, transferring reports to the EDRMS COLD database, ensuring compliance with archiving requirements.

To reconcile daily transactions for Benefits (including Adur Homes), Council tax and Non-Domestic rates using spreadsheets to ensure that figure balance, identifying and resolving complex imbalances.
Undertake all duties in accordance with Council policies, the Code of Conduct for Officers, and in particular policies relating to Customer Care and Equal Opportunities
Undertake any duties regarding health, safety and welfare at work, civil contingencies and business continuity which may reasonably be allocated to the postholder as a result of legislation, codes of practice or Council policies

As the post holder, you will be required to undertake such other duties as may be required within your grade and competence, and therefore the list of duties in this job description should not be regarded as exclusive or exhaustive.

Duties will be set out in this job description but please note that the Council reserves the right to update the job description, from time to time, to reflect changes in, or to, the role. The post holder will be consulted about any proposed changes. Significant permanent changes in duties and responsibilities will require agreed revisions to be made to this job description.

Adur & Worthing Councils recognise the need to ensure the welfare of children and vulnerable adults when they come into contact with services provided by the Councils. Employees, volunteers and Elected Members have regular contact with the general public during the course of their work and are in a position to observe signs which might indicate that a person is at risk of harm and abuse. If signs, which cause concern, are observed, all employees (temporary and permanent), volunteers and Elected Members have a duty to report allegations, disclosures and suspicions of abuse or neglect in line with the Councils' [Safeguarding Policy](#).

Person Specification:

The core skills and competencies below are taken from our organisational [Skills and Competencies Framework v1.0](#) and are an indication of the expectations we have of our employees. The full document will be shared with you as part of the onboarding process.

Participative	<p>Build strong relationships with people inside and outside your team and organisation to make a difference to improved outcomes for the local area</p> <p>Engage in clear and positive written and verbal communication to help people understand what you want to achieve and how they can help</p> <p>Value the unique strengths of people from different backgrounds to promote a culture of inclusion, equality and diversity</p> <p>More detail can be found in the Participation Skills & Competencies.</p>
Adaptive	<p>Adopt an active interest in learning and development opportunities that will enable you to strengthen and broaden your skills</p> <p>Experiment with new ways of working to help continuously improve how we deliver outcomes (including through the use of digital tools and platforms)</p> <p>Anticipate new challenges & opportunities to be able to adapt to change around you</p>
Resilient	<p>Embrace a consistently positive attitude and effectively prioritise workload to support your own wellbeing</p> <p>Cultivate a supportive environment with colleagues so people feel part of a team that looks out for each other</p> <p>Prioritise the use of resources that helps us be financially and environmentally sustainable</p>
Leadership	<p>Be open to coaching approaches to support others in finding solutions to problems</p> <p>Role model the principles above to inspire others to demonstrate positive behaviours</p> <p>Develop an understanding of the political processes that guide our organisation and show commitment to the safeguarding of others</p>

	Essential	Desirable
Qualifications	GCSE Maths and English grade C or above (or equivalent qualification)	GCSE IT or IT key skills level 2
Knowledge	Demonstrably good general knowledge of Revenues and Benefits legislation, litigation, guidance, best practice and local	

	policy. Knowledge of the systems that underpin and enable it to operate.	
Experience	Experience of local authority Revenues and Benefits administration.	
Communication	<p>Good written and verbal communication skills for interacting with colleagues, customers, support services and hardware/software suppliers (with particular emphasis on the ability to summarise technical information and the preparation of staff guidance) using customer focus and emotional intelligence.</p> <p>High personal standards of accuracy, efficiency, honesty and reliability.</p>	Confident developing and delivery of presentations and detailed reports.
Relationship Building	Able to maintain friendly and effective relationships with customers and colleagues	
Analytical	Demonstrably good literacy, numeracy and analytical skills. Capability to assimilate technical knowledge quickly and accurately.	
Planning/ Organising	<p>Able to plan and prioritise work, meet deadlines and adapt to varying demands and pressures.</p> <p>Well motivated, able to act on your own initiative but committed to a supporting role within a team.</p>	The ability to negotiate and influence other parties due to complex and varied deadlines
Other requirements	<p>Valuing kindness and compassion in the workplace</p> <p>Acceptance of political restriction</p> <p>Able to travel within the Adur and Worthing Districts</p>	

Job description & Person Specification agreed by:

Post holder (Print name):	
Signature:	
Date:	