



Cumberland Council

Post Specification

Date	February 2026
Post Group Number	8970
Post Title	Service Lead Income and Banking
Job Family	Business Support
Job Family Role Profile	BS12
Final Grade	12

To be read in conjunction with the job family role profile

Service Area description

The Income and Banking team is a key delivery mechanism for way customers engage with the council and their experience. As part of the Income and Banking Team this role is essential ensuring effective operational delivery of the managed service areas. Providing an enhanced Customer Service and any associated improvements putting health and wellbeing at the heart of everything we do.

Purpose of this post

To support the Service Manager with robust management of the Income and Banking Team to ensuring effective operational delivery of services which meet performance expectations first time resolution and process redesign and adopting new ways of working.

Key job specific accountabilities

- Manage the operational requirements of the team, ensuring prompt acknowledgement and outcomes to customers, timely responses for the Authority, and ensure compliance with statutory regulations across all Service areas.
- Ownership and responsibility of day-to-day operational decisions and dealing with complex operational issues, supporting staff to ensure high quality controls are effectively deployed across the team to ensure the service(s) are compliant with internal policy guidance and external regulations, and practice guidelines are consistently delivered across the team.
- Proactively communicate and engage with internal and external stakeholders to escalate and influence timely resolution, effective management of service performance to deliver improved customer outcomes and associated service efficiencies.
- Embed the Income and Banking improvement initiatives and ways of working to enhance the service performance deliverables, communicating effectively through daily Team Brief to staff team, influencing and encouraging customers to improve use of technology, process and response times improvement and identification of efficiency savings.

- To support the Service Manager with projects by the concept of shaping and developing inclusive customer experience, focusing on first time resolution, improvements of processes to deliver effective and efficient no wrong door approach to residents of Cumberland Council.
- Be an active member of the management team, supporting to shape and develop an excellent Front Door customer service Centre.
- Lead motivate and develop the staff team, empowering within a modern learning culture, enhancing performance and excellent customer service to residents, retaining and attracting best talent.

Please note annual targets will be discussed during the appraisal process

Key facts and figures of the post

Budget Responsibilities	<ul style="list-style-type: none"> • Not responsible for the management of the budget but accountable for maximising income from customers beyond the councils directly employed services
Staff Management Responsibilities	<ul style="list-style-type: none"> • Manage a team across a specified area
Other	<ul style="list-style-type: none"> • NONE

Essential Criteria - Qualifications, knowledge, experience and expertise

- Educated to NVQ Level 4 or equivalent relevant experience.
- Experience of managing complex systems handling large volumes of data.
- Experience of relevant statutory frameworks
- Awareness of current litigation techniques.
- Significant Experience of delivering and embedding excellent customer service.
- Extensive use of Microsoft Office packages, Word, Excel, PowerPoint or similar packages.
- Significant experience of effective partnership working with internal and external services/organisations.
- Significant experience of Management of staff / teams.

Disclosure and Barring Service – DBS Checks

- This post does not require a DBS check.

Job working circumstances

Emotional Demands	<p>Reading/Looking at subject matter of a distressing nature or dealing with the most complex situations within both business support and specialist teams.</p> <p>Working with a highly demanding pressurised environment, which at times can be stressful.</p> <p>Dealing with difficult situations, conflict and resolution.</p>
Physical Demands	Travelling to support staff in teams throughout Cumberland Council
Working Conditions	Working at a computer screen for long periods.

Other Factors

- N/A