Example Structure 1

Partnership Manager (1)

Benefits Manager (2)

Business Support Manager (3)

Revenues Manager (4)

Fraud (2a)

Assessment (2b)

Projects (2c)

Tech/Policy /Training / Projects (3a)

Customer Services (3b)

Systems (3c)

Finance /Admin Support (3d)

NNDR (4a)

Recovery (4b)

Billing (4c)

1	Partnership Manager
2	Benefits Manager
2a	Fraud (including visiting?)
2b	Assessments/Processing
2c	Benefit Projects or see 3a
3	Business Support Manager
3a	All technical, policy, training & projects
3b	Customer Services - phones, counter service, (home visiting?), promotion of services, publicity?
3c	System Support
3d	Finance/Admin - post opening, scanning, ordering stationary, flexi/holiday, printing, budget, reconcilliations, controls
4	Revenues Manager
4a	NNDR - billing, recovery, policy etc?
4b	Recovery
4c	Billing
In this model, Benefits mainly deals with fraud & processing. Revenues deal with billing & recovery, with Business Support dealing with everything else.	