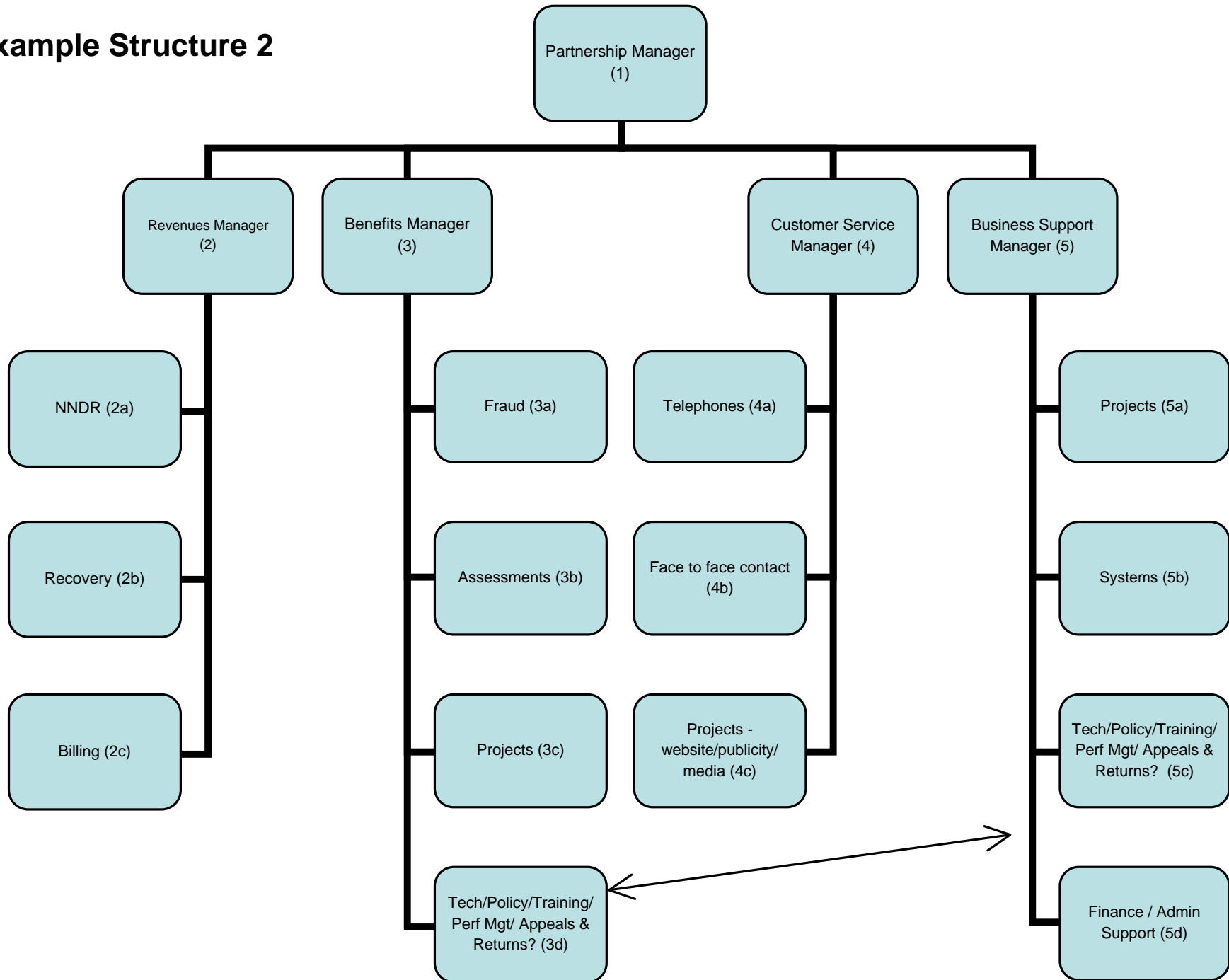


Example Structure 2



1	Partnership Manager
2	Revenues Manager
2a	NNDR billing & recovery or NNDR billing
2b	CT recovery or CT & NNDR recovery
2c	CT billing up to pre- summons list or CT billing up to summons list
3	Benefits Manager
3a	Fraud (including visiting?)
3b	Assessments/Processing
3c	One-off benefit related projects
3d	Tech/Policy/Training/Perf Mgt/ Appeals & Returns (specialist benefit functions all together or See 5c)
4	Customer Service Manager
4a	Telephones
4b	Counter service (& visiting?)
4c	Customer related projects - i.e. take up campaigns, promotion of services - visiting groups etc, publicity, updating internal & external websites
5	Business Support Manager
5a	General projects mainly system based i.e. auddis, Capita Direct
5b	System support / helpdesk / batch queues etc
5c	Other Technical issues. Legislation, policy, performance management, appeals, govt returns, subsidy or see 3d
5d	Finance & Admin support - post opening, scanning, ordering stationary, flexi/holiday, printing, budget, reconciliations, controls