# Job Description and Person Specification

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| Job title  | Revenue & Benefits Team Leader |
| Strategic team/Directorate  | Community & Customer Services  |
| Service  | Customer Services |
| Business unit | Benefits Department |
| Responsible to (day to day issues) | Operations Manager |
| Accountable to (line manager)  | Operations Manager |
| Salary grade (spinal column points only) | Scp 18-23 |
| JE ref | CUST86 |

# 1. Key purpose of job

* 1. To be part of a management team delivering timely and accurate administration of housing benefit and council tax support.
	2. To line manage a team of housing and council tax benefit assessment officers including Seniors. To ensure all Housing Benefit and Council Tax Support work completed by team is processed in an accurate and timely manner in accordance with legislation and performance targets.
	3. To motivate and lead staff to provide excellent customer service within their duties, whilst also promoting positive communication and constructive, effective relationships with all colleagues.
	4. To apply extensive personal knowledge and understanding of housing and council tax benefit regulations which supports staff within their duties as well as the delivery of service excellence for the department.

1.5 To actively participate in project tasks to assist the wider development of the service and contribute to service improvement. This includes proposing new ideas and initiatives for implementation and subsequent review to ensure they are working effectively.

# 2. Anticipated outcomes of post

2.1 To ensure team members continue to deliver standards of assessment excellence compliant with housing benefit regulations.

2.2 To continually pass annual audit testing and obtain full subsidy payment.

2.3 To comply with all DWP service initiatives and performance targets

# 3. List key duties and accountabilities of the post

3.1 Management of your team to include wellbeing, motivation, guidance, support, monitoring output and performance against targets, undertaking monthly 121 reviews, annual appraisals, identification of training needs and maintenance of accurate records, such as flex cards, work logs, time sheets and statistics.

3.2 To ensure changes to working practices and work processing requirements are effectively communicated to the team and all team members are encouraged to develop and improve the service.

3.3 Deal with any staff disciplinary or capability issues in line with council policy.

3.5 To monitor and organise workflow, identifying and prioritising tasks for completion in a way that maximised the use of resources to ensure deadlines are adhered to and accuracy of work is maintained.

3.6 Assist with the development and training of staff. Providing support to members of the team concerning complex, technical legislation and procedural issues.

3.7 Working with the Operations Manager, to regularly review, evaluate and monitor the performance and efficiency of the department. To undertake forward planning to ensure continuing efficiency and service delivery improvement.

3.8 To assist with quality checking of assessor work in support of the Quality Checking Officer.

3.9 To be part of the annual Housing benefit subsidy audit process, assisting with claim enquiries received from testing undertaken.

3.10 Deal with correspondence including complaints, Ombudsman and MP enquiries and more complex enquiries from the public.

* 1. Take responsibility for and manage projects as required.

3.12 Involvement in the implementation of new procedures and working practices.

3.13 To adhere to Date Protection and freedom of information procedures at all times.

3.14 To deputise for the Operations Manager as necessary.

3.15 To represent the benefits department on behalf of the Council to a range of our customers relating to technical, legislative and procedural issues. Customers may include elected members, Council departments, external organisations, the DWP and Employment Service, Welfare Rights Organisations and members of the public.

3.17 To attend legal proceedings on behalf of the Council as necessary

3.18 Any other duties that may be reasonably required.

# 4. Budgetary/Financial Responsibilities of the post

4.1 The safeguard of full housing benefit subsidy payment through accuracy of assessment work compliant with annual audit testing.

# 5. Supervision/Line Management Responsibilities of the post

5.1 A team of benefit assessment officers, including senior assessment officers.

# 6. Working environment and conditions of the post

6.1 Working from home. Available option for hybrid working if required

# 7. Physical demands of the post

7.1 Normal physical effort associated with office working

# 8. Specific resources used by the post

8.1 Laptop, dual monitors

8.2 Searchlight authentication fob

# 9. Key contacts and relationships

**External**

DWP, other Local Authorities, tenants & landlords, Jobcentreplus, The Pension Service, Inland Revenue, Rent Service, Welfare Rights Organisations, Valuation Office, Magistrates Court Service, residents of Torbay

**Internal**

All benefit processing staff, Systems team, Training Officer, Quality Checking Officers, Appeals team, Visiting team, Fraud team, Council Tax processing team, Customer Contact team & other Council departments

# 10. Other duties

10.1 To undertake additional duties as required, commensurate with the level of the job.

# Other Information

* All staff must commit to Equal Opportunities and Anti-Discriminatory Practice.
* The Council operates a Smoke-Free Policy and the post-holder is prohibited from smoking in any of the Council's buildings (including Council owned and Council leased buildings, but excluding designated areas in residential schemes), enclosed spaces within the curtilage of buildings, and Council vehicles. The Council does not permit smoking breaks within work time, however, in services where the flexi-scheme is in operation, employees may take reasonable break times outside of core hours, in accordance with flexi-time arrangements. Employees should follow the flexi-scheme procedure for agreeing time away from their duties in the normal manner with their immediate colleagues and line manager, with break start and finish times being recorded, as with any other break-time arrangement.
* The post-holder is expected to familiarise themselves with and adhere to all relevant Council Policies and Procedures.
* The post-holder must comply with the Council’s Health and Safety requirements as outlined in the H&S policy appropriate to the role.
* The post is eligible for both hybrid and permanent home working.
* The post-holder must be committed to the Council’s Core Values for employees – “Torbay Council employees are committed to being forward thinking, people orientated and adaptable - always with integrity”. Evidence will be sought during the probation and appraisal processes.
* If you are required to use your own vehicle on Council business or drive a council vehicle you will be asked to provide information on any driving endorsements by accessing [www.gov.uk/view-driving-licence](http://www.gov.uk/view-driving-licence) and providing a code to your Line Manager in order to share your driving licence information with the Council.
* You will be asked to complete a Criminal Records Self Declaration Form. Criminal convictions will only be taken into account when they are relevant to the post. You will only be asked to disclose ‘unspent’ convictions.
* As this post meets the requirements in respect of exempted questions under the Rehabilitation of Offenders Act 1974, all applicants who are offered employment will be subject to a criminal record check (Disclosure) from the Disclosure & Barring Service before the appointment is confirmed. This will include details of ALL cautions, reprimands or final warnings as well as convictions, whether “spent” or “unspent”. Criminal convictions will only be taken into account when they are relevant to the post.
* Torbay Council is committed to safeguarding and promoting the welfare of children and applicants must be willing to undergo the checks appropriate to the post applied for.
* As this post meets the requirements of the Immigration Act 2017 (part 7) the ability to converse at ease with members of the public and provide advice in accurate spoken English is essential for the post.
* If you are required to access a government system such as HMRC, DWP or The Public services network (PSN) as part of your role with the Council you will be required to complete a basic disclose with your line manager before you can access these systems. Your manager will be required to complete a verification form that confirms your identity, nationality and immigration status, employment history and unspent convictions (third party).

# Person Specification

## Note for Candidate

### All Candidates

The supporting statement on your application form will be used to assess ability to meet the essential requirements of the role, so you should explain how you meet each of the numbered essential requirements within your supporting statement.

 In a competitive situation, the desirable criteria may be taken into consideration, so you are encouraged to show how you also meet each of the desirable criteria.

### Candidates who consider that they have a disability

Reasonable adjustments will be made to the job, job requirements or recruitment process for candidates with a disability.

If you consider yourself to have a disability you should indicate this on your application form, providing any information you would like us to take into account with regard to your disability in order to offer a fair selection interview.

Where ever possible and reasonable we will make adjustments and offer alternatives to help you through the application and selection process.

If you have indicated that you have a disability on your application form you will be guaranteed an interview if you clearly demonstrate in your supporting evidence how you broadly meet the essential requirements of the role.

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| Business unit | Benefits Department |

## Skills and effectiveness

### Essential skills and effectiveness

1. Confident and flexible communication and interpersonal people management skills to effectively line manage an experienced team of benefit assessment officers.
2. Able to establish and maintain good working relationships and work effectively as part of at team.
3. A keen eye for detail. Good analytical and evaluation skills are essential in all aspects of this role.
4. Confidence in dealing with sensitive and potentially difficult situations.
5. Decisive, results orientated and outcome focused.
6. Current ability to assess housing benefit claims. This is required to have a full familiarity to engage and guide an experienced assessment team with confidence and personal knowledge.
7. Good knowledge of complex areas of assessment, e.g Supported Accommodation, Persons from Abroad, Self-Employed, Students etc.
8. Ability to read, digest and understand DWP circulars / bulletins and be able to organise the implementation of the actions detailed within.
9. Able to produce, analyse and make decisions on complex statistical data and management information
10. Designing and implementing development and change programmes
11. Excellent presentation and communication skills both written and oral.
12. Apply a problem solving and decision-making approach within all aspects of the role.
13. Organised and capable of working within a fast-paced work environment.
14. Efficient and effective time management skills are essential within this role.
15. Ability to work quickly and accurately to meet conflicting deadlines
16. Ability to adapt to ever changing situations, to prioritise and re-prioritise, managing multiple work task and projects simultaneously
17. Ability to consider all factors of relevance before implementing effective service actions.
18. Able to use initiative within delegated authority.
19. Proactive and innovative with new ideas for service improvements.
20. To work collaboratively with colleagues on work projects, being objective within approach.
21. Willing to learn and develop skills and knowledge.
22. Supportive and approachable, remaining polite and courteous in all situations.
23. Adaptable and flexible to people and process challenges.
24. To always work with honesty, empathy, and integrity.
25. Familiarity and ability to use data input systems as well as Microsoft office suites.
26. Proficient use of computerised Benefit systems
27. As this post meets the requirements of the Immigration Act 2016 (part 7), the ability to converse at ease with members of the public and provide advice in accurate spoken English is essential for the post.

### Desirable skills and effectiveness

1. Good ability to use Microsoft Teams and Windows 365

2. Benefit training, coaching, mentoring experience

3. Housing benefit subsidy audit experience

4. Housing benefit quality checking experience

5. Use of Civica Open Revenues and W2 360 Civica EDM

6. Recruitment and selection

## Knowledge

### Essential knowledge

1. Detailed working knowledge of Housing benefit and council tax support legislation and regulations.
2. Understanding of performance management, quality assurance and continuous improvement processes.

### Desirable knowledge

1. Housing benefit subsidy audit testing and completion of workbooks

## Experience and achievements

### Essential experience and achievements

1. Supervising / managing staff within a benefits environment.

2. Experience in housing and council tax benefit assessment.

3. Dealing with wide range of external customers and staff by telephone and in person

### Desirable experience and achievements

1. Team leader experience within a benefits environment

## Qualifications/professional memberships

### Essential qualifications/professional memberships

1. Educated to GCSE O Level standard or equivalent (to include English and Maths)

### Desirable qualifications/professional memberships

1. ILM3/4.

2. IRRV courses in Housing/Council Tax legislation.

## Essential – Other requirements of the job role

1. Demonstrates a commitment to safeguard and promote the welfare of children and young people

2. Ability to travel efficiently around the Bay/South West/UK in order to carry out duties

3. Ability to accommodate occasional/permanent home-working