

POST DETAILS

1. DETAILS

Business Centre:	Resources
Post Title:	Assessment Team Leader
Division:	Housing Benefits
Post No:	
Grade:	Sc 9
Work Base:	Civic Centre
Prepared/Agreed by:	Linda Norman
Date:	April 2022

2. ORGANISATIONAL RELATIONSHIPS

Reports to:	Housing Benefits Technical Manager
Deputising Responsibility:	Housing Benefits Technical Manager as required
Directly Supervises:	Housing Benefit Assessment Officers Housing Benefit Advisers
Indirectly Supervises:	

3. RESPONSIBILITIES FOR RESOURCES

None

4. JOB PURPOSE & OBJECTIVES

Job Purpose

- To be responsible for the day-to-day operational management of the Housing Benefit Assessment Officers and Housing Benefit Advisers
- Assisting the Housing Benefit Technical Manager to ensure the effective administration and processing of both Housing Benefit and Council Tax Support claims
- Undertaking and evidencing appropriate checks and responding to queries in accordance with the relevant legislation and requirements of the service.
- Assisting with reconciliations, the management of creditors modules, checking, integrity and completion of returns from government departments, agencies and other relevant organisations.
- To deal with the more complicated claims in respect of Housing Benefit and Council Tax Support.
- To have a working knowledge of the Council Tax system.
- To provide a high level of customer service when dealing with enquiries from the public via telephone, face to face and e-mail

Objectives

- To work with the Housing Benefits Technical Manager achieving business transformation to support service improvement within Housing Benefits, challenging existing service delivery models and championing new ideas to bring about positive transformation in service delivery and customer outcomes
- Help to ensure maximum synergies are achieved between Housing Benefits, Council Tax Support and Council Tax and to drive continuous improvement within Housing Benefits service
- To keep up to date with legislative and technical changes affecting Housing Benefits, Universal Credit, and Council Tax Support which impact on service delivery
- To help develop the Housing Benefits team to ensure that they are able to work flexibly by training in both Housing Benefits and Council Tax Support disciplines

5. MAIN DUTIES OF THE POST

1. To assist with developing collaborative and constructive working relationships between Housing Benefits service, Customer Services, Revenues service and Housing.
2. Gain and maintain knowledge and expertise of relevant legislation and IT applications to enable the efficient carrying out of the duties attached to the post.
3. Support and provide technical guidance to the Housing Benefit Assessment Officers and Housing Benefit Advisers
4. Take an active role in the training and development of staff to help ensure synergies are achieved between Housing Benefits, Council Tax Support and Council Tax and to develop staff to ensure they are able to work flexibly across the service
5. To maintain an appropriate level of Council Tax knowledge to ensure smooth running of the service and deliver good customer care
6. To check the details of benefit claims, ensuring the claim complies with the requirements for original supporting documentation and has been completed correctly
7. Deal promptly and courteously with all forms of communication from the general public in accordance with the Council's customer care standards and other agreed guidelines
8. Ensure decisions are made in accordance with statutory legislation, case law, Council policy and procedures whilst maintaining a high level of performance, prioritising the workload as required
9. Deal with complex queries relating to all aspects of entitlement to Housing Benefit and Council Tax Support
10. Ensure that ATLAS, UC4CTR, and VEPS are processed timely and accurately
11. Achieve performance targets
12. To assist in the development and maintenance of procedures to ensure all applications for Housing Benefit or Council Tax Support are properly investigated, administered and reviewed having due regard for the Council's subsidy claim and income streams. Where fraudulent claims are identified take appropriate action including referring to the DWP Single Fraud Inspectorate as appropriate
13. Deal with Housing Associations, landlords or their agents on more complicated aspects of Housing Benefit and Council Tax Support as required
14. Help maintain effective working relationships within the division and across other departments of the Council
15. Liaise with the Department for Work and Pensions, Citizens Advice Bureau and other external partners and organisations as required
16. Deputise for the Housing Benefits Technical Manager as required
17. Any other duties and responsibilities that may be reasonably allocated from time to time

General

The above is a record of the main duties and responsibilities of this post at a given date. As necessary, following consultation, duties may change from time to time to meet the requirements of the service.

PERSON SPECIFICATION

Post Name: Assessment Team Leader Post Number:

Completed By: Linda Norman Date: April 2022

Essential	How Assessed?		Desirable	How Assessed?	
	AF	INT		AF	INT
Education & Training GCSE Maths and English or equivalent Excellent verbal and written communication skills, with a strong customer focus			IRRV technician or equivalent experience		
Job Specific Skills & Knowledge Experience in a similar environment Ability to relay complex information clearly in relation to Benefits, verbally and in writing Ability to make decisions in relation to Benefits entitlement, payment arrangements and recovery procedures etc. as appropriate. Ability and willingness to help support and provide guidance, support and advice to less experienced staff Relevant legislative knowledge Knowledge of Windows based office package			Experience of using NEC Revenues & Benefits software Experience of working in a Local Authority, Housing Association or similar organisation		

Essential	How Assessed?		Desirable	How Assessed?	
	AF	INT		AF	INT
Personal Qualities/Personality Confident, team player Well-developed organisational skills Attentive to detail Approachable Collaborative and constructive approach Flexible and adaptable workstyle Discreet and tactful					
Management / Supervisory / Team Working Be able to work as part of a team, willing to assist others, but also take responsibility for own work as required					
Skills Good verbal and written communication skills Good numerical reasoning Ability to learn, understand and apply complex legislation as required Ability to work under pressure and meet Deadlines Ability to deal with customers tactfully whilst adhering to General Data Protection Regulations					

A strong understanding of how to develop a customer first culture in teams					
Special Requirements Ability to work with a minimum supervision Commitment to the provision of a high-quality service					