

Role Profile

This section provides key information relating to the role

Post Title:	Revenues & Benefits Client Officer		
Post No:	P01010	Grade:	H
Team:	Client Support Services	Location:	Campus East
Responsible to:	Revenues & Benefits Client Manager		

Overall job purpose:

To contribute to the operation of the Client Service, in accordance with the service's team plan and the Council's core values.

To effectively work with Council's Partner to help deliver a first-class Revenues and Benefits service.

Monitor Partner performance against agreed contractual targets

Assist in performing statutory functions, undertaking quality checks and performing client-side functions as stipulated in the outsourced service delivery specification.

To advise, consult and communicate with Senior Management Team and Members on corporate and service issues.

Key areas of focus:

1.	Act as a lead officer in relation to the delivery of the revenues and benefits contract and ensure that there is effective communication between all parties.
2.	Assist in the management of the outsourced contract and deputise for the Client manager in their absence. Preparation of management and Council reports on Contractual performance.
3.	Take responsibility for ensuring that business improvement, service, work and action plans are implemented by the partner such that support internal strategies, delivery of contractual targets and continued service improvement.
4.	Quality assurance checks on a minimum of 10% of housing benefit and council tax support work undertaken by the Partner.
5.	Interpretation of legislation and case law to direct the Partner with procedural changes and assist in managing and driving continual improvements in the performance and efficiency of the contract. Provide advice in relation to the revenues and benefits contract including input to the contract annual review.

6.	Monitor, measure and report on operational issues, opportunities and development plans and achievements within agreed formats and timescales. Monitor the performance of the Partner in achieving targets for a range of Key Performance Indicators to ensure that the revenues and benefit service standards are maintained and/or improved upon.
7.	Represent the Council at meetings with internal service providers and the revenues and benefits partner, negotiating and determining business and service work plans and priorities, ensuring that the Council's interests are properly protected.
8.	Maintain and promote liaison with internal and external stakeholders.
9.	Attend Client/Partner performance review meetings as required and provide feedback on operational issues, identifying problems and weaknesses and helping the Partner to rectify problems as they arise. Evaluate the performance of the Partner to identify areas of non-compliance and deal with these in accordance with the performance reporting framework.
10.	Quality assure correspondence issued by the Partner to ensure the content, presentation, style and layout are in accordance with the Council's corporate requirements.
11.	Deal with complaints and enquiries from all parties. This will generally be from, but not exclusively, Residents, Members, MP, Management and other service areas by liaising with the Partner to achieve a satisfactory resolution.
12.	Maintain a working knowledge of service delivery, output standards and quality requirements of the revenues and benefit contract. Maintain an up-to-date knowledge and understanding of council tax and benefit legislation and case law including subsidy implications and changes, and the Data Protection and Freedom of Information Acts.
13.	Take responsibility for identifying the work priorities of the team by being able to plan work effectively without the need for close supervision and meet deadlines.
14.	Provide support with the completion and authorisation of all revenue and benefits statutory returns.
15.	Provide support at Court hearings with work the Council is unable to contract out.
16.	Work flexibly across service areas and with partners to achieve the objectives of the Council.
17.	To promote equality and diversity in the workplace and in the services of the Council and to deliver the Council's equalities and diversity priorities.
18.	The ability to converse with ease with other staff and members of the public and to provide advice in accurate spoken English is essential for this post.
19.	Any other duties that are commensurate with the level and grade of this post.

Role Requirements

The following outlines the criteria for this post.

Criteria	Essential	Desirable	Assessment Criteria
Qualifications and experience			
5 GCSE passes, or equivalent	x		AP
IRRV/IRRV NVQ professional qualification		x	AP
5 years of working within Housing Benefits/Council Tax Reduction Scheme processing environment	x		AS/AP/IN
Knowledge			
Technical knowledge of benefits and extensive experience of interpreting & applying benefits legislation & case law and managing the impact of any errors.	x		AP/AS/IN
Comprehensive IT skills of all Microsoft products.	x		AS/IN
Experience of driving improvements in service delivery.		x	AP/AS/IN
Experience of managing customers in financial distress.	x		AS/IN
Skills and abilities			
Analytical ability to develop strategies and solutions.	x		AS
The ability to effectively manage the performance of the Partner and drive service improvement.	x		AP/AS/IN
Ability to undertake a risk analysis of performance data and resolve issues identified with the Partner.	x		AS
Ability to accurately analyse, monitor and check work from members of staff.	x		AP/IN
Ability to organise, plan & prioritise own and team's work.	x		AP/IN
Other attributes			
Literate, numerate & articulate with excellent communication skills.	x		AP/AS/IN
Ability to motivate & contribute to the management of the team.	x		IN
Self-motivated & disciplined with the ability to lead & motivate others.	x		IN

Adaptable, flexible approach.	x		IN
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**Assessment Criteria:
(AP) Application, (AS) Assessment, (IN) Interview**

Our Values and Behaviours



Our CORE values are key to delivering our vision, plans and strategies.

Collaborative	Open	Responsible	Excellent
We work together to get things done	We behave with integrity & fairness	We take responsibility for our actions and decisions	We perform at our best & strive for excellence

It's really important that you have a genuine passion for doing a great job and our behavioural competency framework sets out how we want people to work, ensuring everyone is valued, supported and empowered.

These competencies will be assessed throughout the recruitment and selection process, as well as part of your ongoing development and progression.