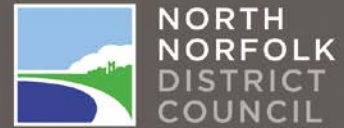


JOB DESCRIPTION



Benefits Manager (Post 1747)

Service Area

Revenues and Benefits

Manager/Team Leader

Head of Digital Transformation and IT

Direct reports

4

Total Managed

24

Purpose of the Role

To lead and manage the Council's Benefits team and act as the Council's principal advisor on Housing Benefit and Council Tax support services.

Responsible for Identifying, planning and leading change to improve the quality of service and efficiency in the operation of the Benefits, Council Tax and associated services

Key Result Areas

1. To advise the Council on Housing Benefit and Council Tax support legislation and service provision.
2. To manage the Benefits Team in terms of performance, staff cover, correspondence, user consultation, key staffing indicators (absence rates, productivity etc.), inter-section working, customer care, quality and health & safety to ensure that Benefits Assessment and Council Tax Support Service operate as effectively and efficiently as possible.
3. To take the lead on the timely implementation of new legislation and regulations for the benefits service, including digital transformation policy development and review. Ensure relevant performance standards for service delivery are met within timescales set by government.
4. To ensure the budgets for the services are planned and managed effectively.
5. To ensure all staff are well motivated, trained and developed in line with current Council policies and the principles of Investors in People standards.
6. To ensure the quality of customer services is continually monitored, evaluated and reviewed to identify improvements and to proactively work with the other Council services and partners to implement improvements.

7. To prepare and review service action plans in consultation with staff, customers/clients and other departments and stakeholders for the benefits assessment services.
8. To ensure effective partnership and liaison arrangements are in place with landlords, tenants and other community groups to deliver a responsive service.
9. To establish and maintain effective liaison with other teams involved in the delivery of the revenues and benefits service, to ensure consistency and high quality in service delivery, independent of the method of access to the service by the Customer/client.
12. To assist with fundamental performance reviews of the section's services and activities
13. To produce and present committee reports to Members as required, for example the annual review of the council tax support scheme (CTS).
14. To Liaise with the portfolio member on benefits service matters
15. To complete benefit subsidy estimates and final claims data with the Department of Work and Pensions (DWP) Guidelines.
16. Liaise with the system provider account manager (Civica)
18. Liaise with the internal and external auditors on service related matters including subsidy claims.
19. To take reasonable care for the Health and safety of yourself and other persons who may be affected by your actions.
To ensure all service data is managed in accordance with the Councils GDPR, Privacy and Data Protection Policies and Guidance.
20. Any other work required and as directed within the confines of the existing grading and post.

PERSON SPECIFICATION



**NORTH
NORFOLK
DISTRICT
COUNCIL**

Benefits Manager (Post 1747)				
		Essential	Desirable	How Identified
Experience/ Knowledge	Experience of leading and managing Housing Benefits and related service	✓		Application Form*
	Comprehensive understanding of Housing and Council Tax Benefit legislation and Regulations/and other welfare benefits/allowances (universal credit)	✓		Application Form*/Interview
	Comprehensive understanding performance standards covering Housing and Council Benefits	✓		Application Form/Interview
	Understanding of quality management and performance monitoring systems and processes.	✓		Application Form*/Interview
	Experience of leading, managing and developing individuals and groups of staff in the delivery of frontline services to ensure that business needs are met.	✓		Application Form*/Interview
	Ability to understand and interpret government and professional guidance, consultation papers and legislation and to develop processes and procedures for its implementation.	✓		Application form*/Interview
	Understanding of Best Practice in relation to diversity and equality issues		✓	Application form/Interview

*In order to assess this from the application form we require you to provide an example

	Experience of working in a political environment and an understanding of how to operate in this environment.		✓	Application Form/Interview
		Essential	Desirable	How Identified
Qualifications				
	IRRV qualification or equivalent	✓		Application Form
	Management qualification at NVQ Level 4 or equivalent	✓		Application Form
Training				
	Microsoft Office Software	✓		Application Form
Skills				
	Effective Communication skills including oral and written.	✓		App Form/Interview
	Excellent customer Service skills	✓		Interview
	Listening, negotiating and influencing skills	✓		App Form/Interview
	Good presentation skills - ability to present complex issues clearly and concisely to Officers and Members.		✓	App Form/Interview
	Effective leadership and people management skills.	✓		App Form/Interview/Profile
	Analytical and interpretative skills	✓		App Form/Interview
	Ability to produce accurate and complex reports for officers and members	✓		App Form/Interview
	Ability to manage conflicting pressures and resources, including staff to deliver service and corporate objectives.	✓		App Form/Interview

*In order to assess this from the application form we require you to provide an example

	Effective at identifying innovative opportunities and solutions to deliver service and corporate objectives.	✓		App Form
Aptitude and Disposition	Assertive	✓		Interview
	Demonstrates a positive and 'can do attitude'	✓		Interview
	Articulate	✓		Interview
Personal Circumstances	Is able to work on occasion, outside normal working hours	✓		App Form/Interview

*In order to assess this from the application form we require you to provide an example