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| **Job Description** | |
| **Post title** | Senior Officer (Payments Income & Support) |
| **JE Reference No** | N9440 |
| **Grade** | Grade 8 |
| **Service** | Resources |
| **Service Area** | Finance & Transactional Services – Payments, Income & Support |
| **Reporting to** | Team Leader (Payments, Income & Support). |
| **Location** | Your normal place of work will be Green Lane, Spennymoor or Comeleon House, Tanfield, but you may be required to work at any Council workplace within County Durham. |
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| **DBS** | This post is subject to a Basic disclosure. |
| **Flexitime** | This post is eligible for flexitime. |
| **Politically restricted** | This post is not designated as a politically restricted post in accordance with the requirements of Section 1(5) of the Local Government and Housing Act 1989 and by regulations made from time to time by the Secretary of State. |

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| **Description of role** |

To provide a responsive, efficient and effective support to Assessment & Awards and Payments, Income & Support Teams and Finance & HR Services.

To assist Finance & HR Services to achieve excellence in its services to its customers, both internal and external.

To support and assist the Payments Income & Support and Assessment & Awards teams and Finance & HR Services to achieve continuous improvement in line with Councils objectives and Government direction.

To provide first line day to day management and supervision of a Payments Income & Support team.

To provide technical support and deal with discretionary decisions relating to the Payments Income & Support team.

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| **Duties and responsibilities** |

Listed below are the duties and responsibilities specific to the post :

* Supporting and assisting the Team Leader in the day-to-day management and development of the Payments Income & Support team, in accordance with Council Policies and Financial Regulations and assist in the forward planning and co-ordination of all tasks.
* To supervise the day-to-day operation of a team within the Payments, Income & Support team to ensure the duties of the team are carried out fully, accurately, within timetables and system requirements, and report thereon.
* Supporting and assisting the Team Leader in the formulation and development of policies, practices, initiatives and procedures in respect of Payments, Income & Support and Assessments & Awards and Finance & HR Services as appropriate.
* Supporting and assisting the Team Leader in the maintenance and reconciliation of proper records and accounts and the production of information for statistical purposes and the completion of government returns when required, ensuring that performance standards are being met.
* Promote a customer orientated service and carry out the Council’s Finance & HR Service in line with the Value for Money principles.
* Supporting and assist the Team Leader in maintaining professional and operational standards, and responsible for ensuring adequate staff supervision, identifying training needs and the development of staff, in accordance with the Corporate appraisal process.
* Provide a customer focused service, through the development of partnership working with key stakeholders to maximise benefit take up and promote awareness of welfare benefits and financial support
* Take a lead service representative role in supporting internal stakeholders and systems users.
* Provide a first line management contact for customers with more complex and contentious issues and protect customers through the application of the Council’s strategies and ensuring that customer receive all benefits, discounts and reliefs that they may be entitled to.
* Representing the Council at court or tribunal, with regard to appeals, recovery action and prosecution, (including the preparation of relevant documentation) and attendance at relevant meetings and working groups.
* Manage staff in dealing with customers at both a first line contact providing a prompt and efficient handling of any queries or problems and at a secondary level with more complex and contentious issues.
* Maintaining a good working knowledge of all legislation procedures and working practises relating to the Payments Income & Support and Assessment & Awards teams.
* Dealing with disciplinary matters (within the limits of the post), sickness absence and other human resource issues relating to the Payment Income & Support staff.
* To support and assist the Team Leader in developing and maintaining a robust performance management framework within the section focussing on key performance indicators and monitoring / reporting on the performance measures in order to continually improve the service.

The above is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility and the competence of the post as directed by the Head of Service.

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| **Organisational responsibilities** |

* **Values and behaviours**

To demonstrate and be a role model for the council’s values and behaviours to promote and encourage positive behaviours, enhancing the quality and integrity of the services we provide.

* **Smarter working, transformation and design principles**

To seek new and innovative ideas to work smarter, irrespective of job role, and to be creative, innovative and empowered. Understand the operational impact of transformational change and service design principles to support new ways of working and to meet customer needs.

* **Communication**

To communicate effectively with our customers, managers, peers and partners and to work collaboratively to provide the best possible public service. Communication between teams, services and partner organisations is imperative in providing the best possible service to our public.

* **Health, Safety and Wellbeing**

To take responsibility for health, safety and wellbeing in accordance with the council’s Health and Safety policy and procedures.

* **Equality and diversity**

To promote a society that gives everyone an equal chance to learn, work and live, free from discrimination and prejudice and ensure our commitment is put into practice. All employees are responsible for eliminating unfair and unlawful discrimination in everything that they do.

* **Confidentiality**

To work in a way that does not divulge personal and/or confidential information and follow the council’s policies and procedures in relation to data protection and security of information.

* **Climate Change**

To contribute to our corporate responsibility in relation to climate change by considering and limiting the carbon impact of activities during the course of your work, wherever possible.

* **Performance management**

To promote a culture whereby performance management is ingrained and the highest of standards and performance are achieved by all. Contribute to the council’s Performance and Development Review processes to ensure continuous learning and improvement and to increase organisational performance.

* **Quality assurance (for applicable posts)**

To set, monitor and evaluate standards at individual, team and service level so that the highest standards of service are delivered and maintained. Use data, where appropriate, to enhance the quality of service provision and support decision making processes.

* **Management and leadership (for applicable posts)**

To provide vision and leadership to inspire and empower all employees so they can reach their full potential and contribute to the council’s values and behaviours. Managers and leaders must engage in personal development to ensure they are equipped to lead transformational change; always searching for better ways to do things differently to meet organisational changes and service priorities.

* **Financial management (for applicable posts)**

To manage a designated budget, ensuring that the service achieves value for money in all circumstances through the monitoring of expenditure and the early identification of any financial irregularity.

*The above is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility and the competence of the post as directed by your manager.*

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| Person specification | | |
|  | Essential | Desirable |
| Qualifications | * Level 4 or equivalent   Or   * Level 3 IRRV Technician/Certificate, AAT, CIPS, Business Administration or equivalent teaching/assessing qualification. | * Management qualification |
| Experience | * Substantial experience of working in a Revenues, Benefits accounts payable/purchasing or financial services/support environment * Experience of dealing with internal and external customers * Working under pressure to prescribed deadlines * Experience of introducing new systems or new ways of working * Operating on line computer systems | * Experience of supervising staff within Revenues and Benefits * Report writing |
| Skills & Knowledge | * Detailed knowledge of Council Tax, Business Rates, Sundry Debtors regulations and legislation, or the Care Act and social care recovery, or financial management regulations, or BACS regulations & PCI compliance, or insurance claims procedures * Excellent ICT skills * Highly numerate with an analytical approach, able to think laterally and solve problems * Excellent interpersonal and communication skills * Ability to produce detailed reports * Ability to manage and prioritise own workload and ensure tasks are completed accurately and within the prescribed timescales * Ability to supervise & direct staff to ensure tasks are completed accurately and within prescribed timescales * Ability to work under pressure | * Knowledge of Civica systems * Knowledge of Oracle financial management systems * Knowledge of social care systems |
| Personal Qualities | * Highly motivated and enthusiastic and able to work individually or as part of a team * Flexible approach to work * Self-motivated * Innovative * Ability to take ownership and responsibility * Caring, responsive and customers focused * Willingness to undergo further training * Access to car or means of mobility support (if driving then must have current valid driving licence and appropriate insurance) * May be required to work outside of normal officer hours |  |