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| **Job Description** | |
| **Post title** | Team Leader (Assessment and Awards) |
| **JE Reference No** | N9452 |
| **Grade** | Grade 11 |
| **Service** | Resources |
| **Service Area** | Finance & Transactional Services – Assessment & Awards |
| **Reporting to** | The post holder will be accountable to the Assistant Assessment and Awards Manager |
| **Location** | Your normal place of work will be Green Lane, Spennymoor, 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 management, supervision and leadership to an Assessment and Awards team, providing technical support and direction to support decision making made by the Assessment and Awards Service

Assist in the strategic planning, development and improvement of the Assessment and Awards and Payments Income & Support and teams and Finance & HR Services to achieve continuous improvement in line with Councils objectives and Government direction.

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.

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| **Duties and responsibilities** |

Listed below are the responsibilities this role will primarily responsible for:

* Manage, supervise and lead an Assessment and Awards team and assist in the development of the Payments Income & Support and Assessment & Awards teams in accordance with Council Policies and Financial Regulations and responsible for the forward planning and co-ordination of all tasks.
* Assisting the Assistant Assessment and Awards Manager in the formulation and development of policies, practices, initiatives and procedures in relation to the Councils Adult Social Care Charging Policies, Office of Guardian Appointeeship and Deputyship services and discretionary schemes including Discretionary Housing Benefit and Welfare Assistance
* Accountable for delivering and reviewing services standards, quality and performance targets for an Assessment and Awards team.
* Maintaining professional and operational standards, ensuring adequate staff supervision, identifying training needs and the development of staff, in accordance with the corporate appraisal process.
* To manage a quality service by carrying out quality checks as required and the monitoring of staff performance.
* Representing the Council at court or tribunal with regard to appeals, recovery action and prosecution, including the preparation and submission of complex and contentious documentation.
* Representing the Assessment and Awards team where required at service levels and corporate meetings and task groups
* Assist in the provision of 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 social and financial inclusion.
* To support and assist the Assistant Assessment and Awards Manager 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
* Maintaining an enhanced working knowledge of all legislation procedures and working practises relating to the Councils Adult Social Care Charging policy, discretionary welfare policies.
* Maintaining an enhanced working knowledge of all legislation and procedures relating to the Care Act and Welfare Benefits.
* Liaise with colleagues from other Services, Departments and agencies to identify opportunities for improvements, efficiencies and best practices.
* Manage staff working with customers, at both a first line contact ensuring the provision of prompt and efficient handling of any queries or problems and at a secondary level with more complex and contentious issues.
* Responsible for the management and monitoring of disciplinary matters, sickness absence and other human resource issues relating to Assessment and Awards staff.
* Protect vulnerable customers through the effective management of the Council’s Discretionary Schemes and Safeguard policies.
* Responsible for the preparation of the financial information and ensuring the accurate and timely completion of all Government returns.
* Responsible for the collation and preparation of financial information for the accurate and timely completion of all necessary reconciliations.
* Maximise Council’s revenues through the effective management, collection and recovery of all Council Revenues and debt and the Council’s debt management strategy
* Responsible for the statistical information for performance indicators to ensure the effective and efficient operation of the service.
* Responsible for the management of complaints about the service adhering to the Corporate Complaints process.
* Maintaining a good working knowledge of all legislation procedures and working practises relating to Assessment and Awards and Payments Income & Support teams.
* To promote awareness and understanding of the Council’s aims, policies and procedures and be able to communicate to the staff how the service links to that vision.
* 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 5 or equivalent   Or   * IRRV Full Professional Qualification/Diploma, AAT or CIPS | * Management Qualification |
| Experience | * Substantial experience of working in a Revenues, Benefits, accounts payable/purchasing or financial support/management environment * Proven ability to lead & manage a team * Experience of supervising and directing staff * Experience of dealing with internal and external customers * Proven ability of working under pressure to prescribed deadlines * Proven ability of introducing new systems or new ways of working * Operating online computer systems | * Previous experience of supervising staff within Revenues/Benefits/financial support/management |
| Skills & Knowledge | * Detailed knowledge of Council Tax, Business Rates, Housing Rents, 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 and 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 |  |