

## **GREENWICH COUNCIL JOB DESCRIPTION**

**DEPARTMENT:** FINANCE

**POSTHOLDER:**

**SECTION:** ADVICE & BENEFITS SERVICE

**GRADE:** PO8

**POST DESIGNATION:** ASSESSMENT AND QUALITY MANAGER

**POST NO:**

### **Purpose of job**

To be responsible to the Head of Service (Advice & Benefits Service) as a member of the Senior Management Team, for the for the long- term strategic development of the Service and overall control and development of administration of a range of areas including the administration of Housing Benefit and Local Council Tax Support and Pupil Benefits schemes, and the management and oversight of the Benefit Overpayment Recovery Team.

To take a lead role within the Service for the reconciliation of Subsidy, Quality and Performance. Taking the lead role within the Service in the implementation of the Council's Performance Review and Development (PR&D) Scheme and the development and implementation of its training programme, and to lead on the training and upskilling of assessment staff within the Service. Responsible for the day-to-day supervision and management of training, quality assurance, HB Accuracy initiative including HB Matching Service (HBMS), and assessment for specialised accommodation (i.e. supported accommodation).

Management of up to 50 staff, including permanent homeworker employees.

### **Main Duties**

1. To manage the performance and quality function in the areas of the post holder's responsibility, keeping under constant review the working methods and practices in use within the teams to ensure their continued effectiveness and efficiency. To set, maintain and monitor progress towards meeting standards and targets for the teams to ensure compliance with legislation, DWP performance and good practice guide, Corporate and Service Business Plans and to provide management information as directed by the Head of Service (Advice & Benefits Service).
2. To direct the assessment work of the Advice and Benefits Service, determining and resolving conflicting priorities, the allocation of staff, setting and ensuring standards in conformity with relevant legislation and Council policy. To keep the Head of Service (Advice & Benefits Service) informed of the performance capacity to meet requirements and performance in relation to quality and accuracy to meet requirements, and to monitor subsidy implications.
3. To direct the work of the Benefit Recovery Team, determining and resolving conflicting priorities, the allocation of staff, setting and ensuring standards in conformity with relevant legislation and Council policy. To keep the Head of Service (Advice & Benefits Service) informed of the performance capacity to meet requirements and performance in relation to quality and accuracy to meet requirements, and to monitor income collection performance.
4. To direct the work of the Quality Assurance Team, determining and resolving conflicting priorities, the allocation of staff, setting and ensuring standards in conformity with relevant legislation and Council

policy.

5. To participate in ensuring that the Advice and Benefits Service is maintained effectively during the absence of the Head of Service (Advice & Benefits Service) or other members of the Senior Management Team.
6. To deputise for the Head of Service as and when required at Council meetings/events, or at meetings with relevant Councillors such as scrutiny meetings.
7. To assist the Head of Service (Advice & Benefits Service) in the development, implementation and monitoring of service level agreements with other departments and external agencies.
8. To investigate, implement and report to the Head of Service (Advice & Benefits Service), items and issues affecting the work of the service, identifying areas of policy and practice requiring resolution and making recommendations to increase the efficiency and effectiveness of the service.
9. Design, develop and review the service's training requirements (both legislation and systems) and oversee its implementation.
10. To ensure that staff members receive information and guidance on new/changed legislation, procedures, policies and welfare benefits.
11. To provide direction and guidance on complex case issues as appropriate.
12. To provide expert advice and have extensive knowledge in Housing Benefit and Local Council Tax Support schemes and other welfare benefits.
13. In conjunction with the Internal Audit Anti-Fraud Team/DWP Single Investigation Service, to devise and implement fraud prevention and detection procedures in respect of benefit claims.
14. To analyze and report on the work undertaken by the assessment teams and to maintain agreed financial controls for quality and systems probity requirements.
15. To support the accuracy and verification of the subsidy claim by analysis, planning and corrective action, as appropriate.
16. To represent the Council at officer level at meetings of relevant professional bodies and local authority associations and to attend court as a witness as necessary.
17. To deputize for the Head of Service (Advice & Benefits Service) as required at a range of meetings with senior managers, Members and external organisations as appropriate. To prepare and present Committee reports as required.
18. To work with staff from other council departments, statutory and voluntary organisations and landlords on benefit issues and to attend meetings and deal with follow up matters as required.
19. To deal with enquiries/complaints from members of the public, Members, MPs and the Ombudsman. To advise and prepare replies/reports as appropriate. To analyse complaints and recommend measures to achieve service improvements where appropriate.

20. To take a lead on staff recruitment and selection.
21. To ensure that, through the effective development and training of staff, incorporating Performance Review and Development Scheme, there are continuous improvements in the service provided by the teams.
22. To ensure that appropriate action is taken in respect of sickness absence and disciplinary matters.
23. To plan and monitor budgets under the postholder's responsibility in consultation with the Head of Service (Advice & Benefits Service).
24. To plan and implement the provision of appropriate office space accommodation and office equipment in conjunction with the Head of Service (Advice & Benefits Service).
25. To plan and assist in the implementation of computer systems and procedures.
26. To undertake ad hoc projects and any other work appropriate to the level and general nature of the post's duties.
27. To undertake all duties with due regard to the provisions of health and safety regulations and legislation, Data Protection/GDPR, the Council's Equal Opportunities and Customer Care policies.
28. To perform all duties in line with Council's staff values showing commitment to improving residents lives and opportunities, demonstrating respect and fairness, taking ownership, working towards doing things better and working together across the council.
29. To ensure that appropriate levels of emergency planning and business continuity management preparedness are in place for the service, and that your teams are appropriately briefed on their roles in an emergency.
30. To be responsible for undertaking employee investigations, hearings and appeals in line with the RBG policies and procedures.
31. Responsible for providing mentoring opportunities to junior staff (e.g. graduates, apprentices etc.)
32. This post requires a Basic DBS and will be supported by Safer Recruitment tools, and also requires a BPSS check.
33. You may be required to undertake alternative, additional or ancillary duties from time to time or transfer to another service department within the Council as the Council may reasonably direct to meet service user demand in the event of a crisis or emergency.

Designation of Post to which Postholder normally reports:

## **HEAD OF SERVICE (ADVICE & BENEFITS SERVICE)**