

Person Specification

Job Title	Assessment & Quality Manager
Grade	PO8
Service/Section	Advice & Benefits
Directorate	Resources

Shortlisting Criteria: Essential criteria assessed via application form should be used to shortlist.

Criteria	Essential/ Desirable
Knowledge	
Detailed knowledge of social security benefits including Housing Benefit and Council Tax Support legislation, and how welfare reform changes impact upon residents and claimants. Extensive knowledge of the Housing Benefit (Subsidy) Assurance Process (HBAP)	E
Extensive experience of advising on or assessing claims for these benefits.	E
Understanding of the overall functions, aims and priorities of the Council, and good knowledge of the functions of other Departments and stakeholders.	D
Skills and Abilities	
Proven ability to develop and improve the performance of a service and its team members to meet changing needs and expectations of service users.	E
Ability to challenge and identify problems and influence decision making at a senior level. Lead by example.	E
Excellent oral, written, research and analytical skills.	D
Self-motivated and ability to work on own initiative with a minimum of supervision; dealing with conflicting priorities and managing own workload.	D
Ability to supervise staff & take appropriate action within the Council's employment practices including sickness and disciplinary procedures.	D
Experience	

Proven and extensive track record of working in a management role within a service providing: benefits assessments/appeals; discretionary payments; or welfare benefits advice.	E
Strong record of performance management and meeting of targets. Proven ability to respond effectively to rapidly changing deadlines and pressures: a flexible approach.	D
Extensive experience in using Academy Revenues & Benefits software and Enterprise document management system.	E
Experience in interpreting complex legislation; developing policies and translating into clear, concise and easily understandable format appropriate for the audience.	D
Equal Opportunities	
Understanding of and commitment to the Council's equal opportunities policies and ability to put into practice in the context of this post.	E
Understanding of and commitment to achieving the Council's staff values and ability to put into practice in the context of this post.	E