**EXETER CITY COUNCIL**

**Person Specification**

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| **JOB TITLE:** | Senior Benefits Subsidy & Integrity Officer  |
| **GRADE:** | 7 |
| **POST NO:** | 2184, 3993 |
| **SERVICE:** | Help me with my financial/housing problem system |
| **UNIT:** | Customer Access |

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| **SELECTION CRITERIA** | **ESSENTIAL** | **DESIRABLE** | **CATEGORY** |
| **QUALIFICATIONS**Level 3 CLAiT, ECDL Advanced or equivalent professional experienceLevel 3 diploma in Local Taxation, Benefits and Advice (QCF) or equivalent professional experienceEvidence of continual professional development | ✓✓✓ |  | A/CA/CA/C/I |
| **EXPERIENCE / KNOWLEDGE / SKILLS**Expert knowledge of Housing Benefit Subsidy regulations including experience of submitting subsidy estimates and accurate and timely completion of final subsidy claimDetailed and current knowledge of Academy Revs & Bens and Housing Rents systems, RKYV Dip and Workflow systems, creditor and debtor databases and associated modules, CDS, SHBE, ATLAS, ETD, Victer, CIS, HA Homeless database, ASH, Adequate current experience of working in Housing Benefit Administration at a senior level Experience of coaching, developing and supporting team members in a fast changing environment including preparing training materials and guidance notesExperience of putting systems, processes and checks in place to ensure the correct amount of subsidy is claimed including reconciling systems, creating and running Capita Decision Support (CDS) and sql queries, creating and using spreadsheets and databases, to interrogate Capita system and validate system totalsExperience of system maintenance including managing user controls and safeguarding system security, testing new software releases, conducting year end routines, interpreting new/changed regulations, assessing their impact on the IT systems used, and preparing appropriate updates to staffExperience of working with staff and auditors to ensure accuracy and qualityExperience of leading on technical projects including planning, development and implementationExperience of using modelling and trend analysis to determine impacts, forecast future expenditure or identify alternatives and submitting findings in a report for decision makersExpert knowledge of Housing Benefit and Council Tax Support regulations and case-law including the ability to assess every type of Housing Benefit claim, and Council Tax Support claim, from the simple to complex, with an excellent level of quality and accuracyWorking knowledge of Council Tax regulations Ability to communicate well to all audiences across a range of disciplinesAbility to produce performance measures data and to communicate it in an effective and timely way so that real time improvements can be made to the systemAbility to use expert knowledge of Benefit rules and regulations, combined with system data, understanding of theories and concepts underpinning operational systems and assessment of risk, to highlight financial implications, forecast savings / costs, propose initiatives to save money or bring in income, or to select cases for intervention or review. | ✓✓✓✓✓✓✓✓✓ | ✓✓✓✓✓ | A/I/TA/IA/IA/I/TA/IA/IA/IA/IA/IA/IA/IA/IA/IA/I |
| **SPECIAL REQUIREMENTS / ATTITUDE**Reliable and dependableEncourages the learning and development of self and all team membersEncourages input and ideas from othersFriendly and approachableSelf motivated, enthusiastic with a positive attitudeCustomer focussed and committed to quality service provisionAbility to be flexible and adaptable to changing service needsAnalytical thinker with good technical problem solving skillsConfident decision makerVery thorough and highly accurateProven team player who works co-operatively with colleaguesGood organisational skills to plan and prioritise own workloadAble to multi task and work under pressure with lots of interruptionsAble to use creativity and innovation in problem solving and decision making | ✓✓✓✓✓✓✓✓✓✓✓✓✓✓✓ |  | IA/IA/IIIIIIIIIA/IA/II/TI/T |
| **OTHER**Knowledge of the flow of work in order to ensure that only value work is being done in meeting customer needs, and that failure demand and waste work is identified and driven out of the systemUnderstanding of supporting a team within a ‘systems thinking’ framework to ensure operating principles are being followedAbility to analyse and determine system conditions stopping the effective flow of work and raise this with the System Leads as appropriateAble to work in the evenings and at weekends when required | ✓ | ✓✓✓ | IIIA |

# DATE LAST UPDATED: February 2016