

WHERE  
CAREERS  
THRIVE

When potential  
is unlocked,  
talent *thrives*



West  
Northamptonshire  
Council

Job description and person specification

## **Team Leader (Housing Benefit Subsidy and Overpayment Recovery)**

Revenues and Benefits

Finance Division

Thank you for your interest in this role. Our vision at West Northamptonshire Council (WNC) is: 'to make West Northants a great place to live, work, visit and thrive'.

We truly stand by this and work hard every day to make this a reality, and at WNC it's about our people. People who thrive with ambition, bring new ideas, demand better ways of working, care about every detail, and who never shy away from a challenge.



West  
Northamptonshire  
Council

Our culture is a gateway for new experiences. A place to forge new opportunities. To empower you in your career and unite you with like-minded people. When potential is unlocked, talent thrives.

### **Purpose and impact:**

1. To lead, manage, motivate, and develop the Subsidy and Overpayments Recovery teams ensuring the quality and accuracy of the work undertaken by the teams.
2. To act as a senior specialist for all functions within the Subsidy and Benefits teams to provide advice to all matters relating to the functions of the team.
3. To work with other Team Leaders in Benefits to improve subsidy, overpayment recovery and maximise income to the Council.

### **Accountable to:**

This role is accountable to the Housing Benefit Subsidy and Overpayment Recovery Manager and is responsible for the line management of three Subsidy officers and three Housing Benefit Overpayments Recovery Officers.

The role sits within the Revenues and Benefits team which is part of the Finance Directorate in West Northamptonshire Council.

### **Responsibilities:**

1. To lead and manage the Housing Benefit Subsidy and Overpayments Recovery team on a day-to-day basis including recruitment, appraisals and one to ones and to ensure the efficient and cost-effective service delivery
2. To deputise for the Subsidy and Overpayment Recovery Manager as required
3. To maintain an up-to-date knowledge of Housing Benefits and overpayment recovery case law, software enhancements and related procedures and policies.
4. To ensure the timely and accurate completion, submission, and verification by external audit of all returns relating to the annual subsidy claim Including working with external auditors and preparation of workbooks
5. To ensure the timely and accurate subsidy reconciliation between the benefits system and linked financial systems within the Council, delivering a transparent audit trail for the administration HB/CTRS financial records with those of Housing, Council Tax, Debtors, Accountancy and Audit
6. To undertake targeted checking and produce and examine regular quality control and exception reports to protect the Council from subsidy loss and to maximise income to the Council from recovery of overpayments.

7. To develop and delivery subsidy training as required with the aim of increasing awareness and improving the subsidy position.
8. To maximise personal productivity, minimise duplication and errors; and manage our information efficiently and securely to reduce risk, though effective use of Office 365 and our internal IT systems and applications.
9. Actively challenge and seek to eliminate any directly or indirectly discriminatory practice or behaviours.
10. Demonstrate awareness and understanding of other people's behavioural, physical, social and welfare needs and ensure that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons.

This job description reflects the major tasks to be carried out by the post holder and identifies a level of responsibility at which they will be required to work. In the interests of effective working, the major tasks may be reviewed from time to time to reflect changing needs and circumstances. Such reviews and any consequential changes will be carried out in consultation with the post holder.

## Person specification:

The requirements for the role are outlined below and will be part of the selection process. Each of the criteria listed below will be measured by:

(**A**) Application Form, (**T**) Test, (**I**) Interview, (**P**) Presentation, (**D**) Documentation.

Minimum levels of knowledge, skills experience and qualifications required for this job.

Skills and abilities:	Essential / Desirable	Measured by
Communicating and Influencing - Able to express ideas or facts clearly and convince/influence others to their point of view and to communicate with customers, staff, and senior managers	Essential	A/T/I
Analytical Thinking - Shows the ability to gather information to understand issues.	Essential	A/T/I
Managing Performance; sets clear and challenging objectives for staff, defines responsibilities, and looks to bring out the best in them. Monitors progress and addresses any shortfalls. Has track record of achieving high performance	Essential	A/T/I
Planning & organising; plans and manages resources to achieve immediate targets and longer-term objectives		
Demonstrate effective use of Office 365 (incl. Teams, OneDrive, etc.) or willingness to undertake training during the probation period.	Essential	A/T/I

Knowledge:	Essential / Desirable	Measured by
Excellent knowledge of legislation and best practice with regard to Housing Benefits and recovery of overpayments	Essential	A/T/I
Experience of using Benefits software system and EDM	Essential	A/T/I

Relevant experience:	Essential / Desirable	Measured by
Significant experience of leadership and managing at a senior level in a Benefits environment. Understanding of workforce development.	Essential	A/T/I
Experience of successful team leadership, team building, motivation, mentoring and coaching.	Essential	A/T/I
Experience of effectively performance managing teams and proven experience of achieving high performance in a Benefits environment.	Essential	A/T/I

Education, training, and work qualifications:	Essential / Desirable	Measured by
5 GCSE's Grade A – C including Maths and English or educated to similar level	Essential	A/T/I

IRRV Technician (level 3) or equivalent NVQ level 3, or willing to undertake study within 12 months of employment	Essential	A/T/I
Experience of working in a Housing Benefit environment at a Senior Officer level.	Essential	A/T/I
Evidence of continuing CPD	Essential	A/T/I

All appointments are subject to standard pre-employment screening. This will include identity, references, proof of right to work in the UK, medical clearance, and verification of certificates.

Additional pre-employment checks specific to this role include basic DBS

## Day-to-day in the role:

<b>Hours:</b>	37	<b>Primary work base:</b>	One Angel Square
<b>Job family band:</b>	Regulatory and Technical	<b>Worker type:</b>	Part-flexible
<b>Salary range:</b>	£41,816 to £45,175	<b>Budget responsibility:</b>	delegated budget responsibility
<b>People management responsibility:</b>	6 direct reports		

### Working conditions & how we work:

We are open to discussions about flexible working.

This role has been identified as a part-flexible worker type, this means that you will be able to worker from other work locations and when not working from an office you will be working remotely for up to 3 days a week (including from home).

## Our organisational values and behaviours

Everything we want to achieve for West Northants depends on having the right people in place and doing the right things and we want all colleagues to THRIVE, both personally and professionally. Our values and our behaviours framework underpin how we work and what partners and customers can expect from us. We want to do our very best for our residents, service users and businesses and for our staff – we want everyone to THRIVE.

<b>T</b> Trust	We are honest, fair, transparent, and accountable. We can be trusted to do what we say we will.
<b>H</b> High Performing	we get the basics right and what we do, we do well. We manage our business efficiently.
<b>R</b> Respect	we respect each other and our customers in a diverse, professional, and supportive environment.
<b>I</b> Innovate	we encourage curiosity, we are creative and seize opportunities to grow individually as an organisation and as an area.

<b>V</b> Value	We continually strive for best practice and ways of improving existing procedures, practices and systems and thereby promoting efficiency and cost effectiveness
<b>E</b> Empower	we believe in people, will listen, learn, and trust them to make decisions. We help people to realise their ambitions.

**“Valuing colleagues as individuals and encompassing our different perspectives to deliver our collective ambitions. One West inclusive culture”**

# When potential is unlocked, talent *thrives*

Choose a career that offers you a true sense of achievement, fills you with pride and challenges you in a positive way, everyday.

## The benefits of a career at WNC include:

- **People** are at the centre of everything we do. Without our people, we wouldn't be able to deliver services to the people in our community.
- **Ambition** runs through everything we do at West Northants Council, we nurture and develop our people's ambition and willingness to succeed, to continually improve the service we provide to the community.
- **Care** is at the heart of West Northants Council, we care in so many ways; seen and unseen, helping our colleagues and community to thrive.
- **Flexibility** is key, we know work-life balance is critical to wellbeing, so we work hard to make sure our benefits package promotes and improves wellbeing; from annual leave, sick pay, family leave and flexible working, financial security offered by a local government pension scheme and life assurance, and discount schemes which make a difference to your day-to-day life, through to employee helplines offering free legal, health, financial and wellbeing advice and support.

We want you to have balance and be happy.

