

WHERE
CAREERS
THRIVE

When potential
is unlocked,
talent *thrives*



West
Northamptonshire
Council

Job description and person specification

Benefits Assessment and Financial Inclusion Manager

Revenues and Benefits, Finance Division

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 manage and develop the Benefits Assessment and Financial Inclusion team to provide a high-quality Housing Benefit, Council Tax Reduction, Crisis and Resilience Fund Housing Payments (formerly Discretionary Housing Payment service) and to offer Financial Inclusion and debt and money advice to residents.
2. To act as a lead specialist for the service functions and to drive forward a cost effective and high performing service including maximising digital transformation and automation.
3. To support the Service Director in delivering high performing and strategic services

Responsibilities:

1. To support the Service Director in the further transformation of the Revenues and Benefits service making recommendations on the strategic direction for the service and advising on the impact of new legislation.
2. To act as the lead specialist on Benefits and to ensure the effective administration and assessment of Housing Benefit claims for those of pension age and Council Tax Reduction and to work with the TA/SEA and Subsidy Manager to maximise income from Housing Benefit subsidy (and income to the Council).
3. To provide effective leadership and support to the Team Leaders in the supervision and development of the teams, to ensure that performance against KPIs continues to improve and that resources and workloads are effectively managed.
4. To ensure that legislation, strategies, policies and procedures are implemented and are kept under review in respect of all functions within Benefits Assessment service and to lead from a Benefits Assessment perspective on work with Internal Audit and working with elected members.
5. To lead on the annual review of the Council's Council Tax Reduction Scheme including modelling, consultation, member reports and drafting the Regulations.
6. To deputise for the Revenues and Benefits Service Director and other managers as required.
7. To lead and manage the Financial Inclusion team on a day-to-day basis including recruitment, appraisals, strategy, and policy development providing cross sector services to support residents in severe hardship.
8. To establish and foster working relationships with all stakeholders internal and external to identify opportunities for collaborative working, service improvements and efficiencies.
9. To manage delegated budgets providing accurate and timely financial forecasts
10. To maximise personal productivity, minimise duplication and errors; and manage our information efficiently and securely to reduce risk, through effective use of Office 365 and our internal IT systems and applications.
11. Actively challenge and seek to eliminate any directly or indirectly discriminatory practice or behaviours.
12. 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
Exceptional communication skills, both written and verbal with excellent active listening skills. Ability to clearly articulate messages to a variety of audiences and the ability to establish and maintain strong relationships across multiple stakeholders.	Essential	A, T, I, P, D
Effectively influence wide range of people, towards a common vision or goal. Demonstrate the ability to work in partnership with key stakeholders and strong collaborator	Essential	A, T, I, P, D
Demonstrable experience of implementing change at a senior manager level. Ability to work under pressure and meet multiple deadlines.	Essential	A, T, I, P, D
Demonstrate effective use of Office 365 (incl. Teams, OneDrive, etc.) or willingness to undertake training during the probation period.	Essential	A/T/I
Performance management, setting clear objectives, defining responsibilities , monitoring progress and addressing any performance shortfalls.	Essential	A, T, I, P, D
Planning and organising and managing resources to achieve immediate and longer term objectives	Essential	A, T, I, P, D
Strategic thinking – taking account of and identifying any future challenges and regulatory changes, to adjust strategies ensuring aligning with corporate goals	Essential	A, T, I, P, D

Knowledge:	Essential / Desirable	Measured by
Change management principles, methodologies, and tools. A solid understanding of how people go through a change and the change process.	Essential	A, T, I, P, D
Familiarity with project management approaches, tools, and phases of the project lifecycle with experience of large-scale organisational change.	Essential	A, T, I, P, D
High level of business acumen and understanding of organisational issues and challenges.	Desirable	A, T, I, P, D
Detailed knowledge of Financial Inclusion and of working with voluntary sector and other partners	Essential	A, T, I, P, D

Relevant experience:	Essential / Desirable	Measured by
Proven experience of working at a senior level in a change management environment with experience of motivating and leading programmes that change services	Essential	A, T, I, P, D

Experience of working in Public Sector, with awareness of the impact of the political environment on services and delivery.	Desirable	A, T, I, P, D
Experience of working in a financial inclusion environment and working with voluntary sector	Essential	A, T, I, P, D
Able to work effectively at all levels in an organisation. Significant and proven experience of being a strong team player, demonstrating ability to work collaboratively with and through others.	Essential	A, T, I, P, D
Track record of excellent planning, project management, prioritisation and organising skills.	Essential	A, T, I, P, D
Experience of effectively managing and monitoring budget	Desirable	
Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs	Essential	

Education, training, and work qualifications:	Essential / Desirable	Measured by
Educated to degree level or equivalent qualification - Leadership & Management, Business, Project Management, Coaching, Professional Development	Essential	A, T, I, P, D