

WHERE
CAREERS
THRIVE

When potential
is unlocked,
talent *thrives*



West
Northamptonshire
Council

Job description and person specification

Housing Benefit Assessment, DHP and Appeals Manager

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'.



West
Northamptonshire
Council

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.

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. Provides strong professional leadership and management for the Revenues and Benefits service for West Northamptonshire Council supporting redesign and transformation, to provide an efficient and effective service.
2. To manage the delivery of a high-quality Housing Benefit, Council Tax Reduction, appeals and Discretionary Housing payment service in line with customer requirements and regulations and to drive forward cost-efficient digital services and performance

Accountable to:

This role is accountable to the Assistant Director, Revenues and Benefits and is responsible for the direct line management of 5 Team Leaders.

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

Responsibilities:

1. To support the AD for Revenues and Benefits in the redesign and transformation of the Revenues and Benefits service. Making recommendations on the strategic direction the service should be taking and advising on the impact of new legislation.
2. Working with the Customer Services team to develop a customer first culture and to ensure that customer demands are met and that improvements are implemented. To drive positive customer experience and to promote and encourage the use of effective digital channels.
3. To act as the Council's main specialist on Benefits and to ensure the effective administration and processing of Housing Benefit and Council Tax Reduction and to work closely with the Subsidy Manager to maximise Housing Benefit subsidy (and income to the Council) by delivering an innovative, efficient, high-quality service.
4. Provide effective leadership and support to the Team Leaders in the supervision of their teams, in improving performance and in the management of their workloads and in managing resources effectively

5. To ensure that legislation, strategies, policies, objectives, and procedures are implemented and kept under review in respect of all functions within the Benefits service and to lead from a Benefits perspective on work with Internal Audit and working with elected members as required including drafting reports.
6. Budget Management. Responsibility for delegated budget within area of responsibility. To manage resources efficiently and effectively within service area, ensuring there are sufficient financial, human, and other resources available to deliver effective services.
7. To lead on the annual review and implementation of the Council's Local Council Tax Reduction Scheme including consultation and drafting the Regulations.
8. To take an active role in annual billing and Housing Benefit/Council tax financial year end with support from Managers and Team Leaders
9. To develop the Benefits team to ensure that they can work flexibly by training in areas of the benefits service and to develop a culture that delivers through continual improvement
10. To deputise for the AD Revenues and Benefits as required and to represent the Council as required as external and evening meetings
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
Driving and embracing change; adopts a positive attitude toward change and encourages and supports people through it. Ability to work under pressure and meet deadlines	Essential	A/T/I
Communicating and Influencing - Able to express ideas or facts clearly and convince/influence others to their point of view. Working with elected members and stakeholders	Essential	A/T/I
Analytical Thinking - Shows the ability to gather information in order to understand complex issues. Analyses problems and risks to establish causes and identify solutions.	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
Plan and Manage resources in order to achieve immediate and longer-term objectives	Essential	A/T/I
Strategic Thinking; takes account of and identifies a range of longer-term issues opportunities and contingences. Relates these activities of the team to the bigger picture.	Essential	A/T/I

Knowledge:	Essential / Desirable	Measured by
Excellent knowledge of legislation and best practice with regard to Housing Benefits and Discretionary Housing Payments	Essential	A/T/I
Managing, harmonising, developing, and working with IT systems in Revenues and Benefits and in the preparation of financial modelling and statistics	Essential	A/T/I
Understanding of the service transformation agenda and how to apply this effectively in the workplace.	Essential	A/T/I
An understanding of project management methodology and delivery.	Essential	A/T/I

Relevant experience:	Essential / Desirable	Measured by
Significant experience of leadership and managing at a senior level in a benefits or customer services environment. Understanding of workforce development	Essential	A/T/I
Experience of successful team leadership, team building, motivation, mentoring and coaching. Collaborative approach.	Essential	A/T/I

Experience of effectively performance managing teams and proven experience of achieving high performance on new claims and change events assessment.	Essential	A/T/I
Experience of successfully working at a management level in a locally focussed public sector delivery organisation		

Education, training, and work qualifications:	Essential / Desirable	Measured by
Institute of Revenues, Rating and Valuation (IRRV) or educated to degree level or qualified by experience	Essential	A/T/I
Management qualification or qualified by experience	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:

Hours:	37	Primary work base:	One Angel Square
Job family band:	Regulatory and Technical 11	Worker type:	Part-flexible
Salary range:	£63,510 - £69,613	Budget responsibility:	delegated budget responsibility
People management responsibility:	5 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.

T Trust	We are honest, fair, transparent, and accountable. We can be trusted to do what we say we will.
H High Performing	we get the basics right and what we do, we do well. We manage our business efficiently.
R Respect	we respect each other and our customers in a diverse, professional, and supportive environment.
I Innovate	we encourage curiosity, we are creative and seize opportunities to grow individually as an organisation and as an area.
V Value	We continually strive for best practice and ways of improving existing procedures, practices and systems and thereby promoting efficiency and cost effectiveness
E 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.

