



Job Description & Person Specification

Job Title:	Revenues & Welfare Team Leader (Benefits)	Job Reference:	
Service:	Revenues		
Location:	Andover	Grade:	HG 9
Reports to:	Revenues & Welfare Manager		
Date:	July 2022		
Our Values: We expect all of our employees to live by and demonstrate the Council's five key values of:			
Accountability, Ambition, Empowerment, Integrity, Inclusiveness.			
Main job purpose			
<p>To contribute towards the Council's statutory duties and local policies regarding the administration of Revenues with particular reference to Housing Benefit and Council Tax Support.</p> <p>This post is one of two positions of equal standing that support the duties of the Revenues & Welfare Manager (the other being responsible for Council Tax).</p>			
Main responsibilities and duties			
1.	Joint management of the Revenues & Welfare Team, including the selection and interviewing of employees in order to ensure that the team meets all its statutory and locally determined targets and policies.		
2.	To be the Council's technical expert in Housing Benefit and Council Tax Support, and maintain a good understanding of Council Tax and Business Rates. To provide technical advice, training and guidance on all areas associated with this expertise.		
3.	To assist with policy development and service projects, ensure that emerging legislation and new welfare schemes and Council Tax Support schemes are delivered successfully or incorporated effectively in the day-to-day running of the team.		

4.	Respond to complaints and other enquiries regarding the administration of Housing Benefit and Council Tax Support in order to positively represent the Council.
5.	Plan, prepare and review timetables for recovery of Housing Benefit overpayments, including liaison with the Business Support Team, Legal, Magistrates' Courts and enforcement agents.
6.	Prepare and maintain accurate records of recovery management statistics relating to Housing Benefit overpayments to ensure that debts are collected effectively and efficiently.
7.	To review overpayments for write-off and make recommendations for approval to the Head of Finance & Revenues and the Finance & Resources Portfolio Holder.
8.	To authorise awards of Discretionary Housing Payments in accordance with Council Policy.
9.	Assist in the preparation of statutory subsidy / statistical returns.
10.	Represent the Council at appropriate professional meetings and inter-authority working groups to ensure the Council's interests are protected.
11.	Every employee while at work has a duty to take reasonable care for the health and safety of himself/herself and of other persons who may be affected by his/her acts or omissions at work – Health and Safety at Work Act 1974.

Supervision and management

	Housing Benefit
Job Role	Number
Revenues & Welfare Officer	2
Revenues & Welfare Officer (Benefits)	4
Revenues & Welfare Officer (Debt Collection)	1
Apprentice	1

Resources

Directly impacts on £117,500 Discretionary Housing Payment budget

Impacts on the following 2022/23 estimated amounts:

£95 million Council Tax (net collectable debt)

£5.3 million Council Tax Support credited to accounts

£18 million Housing Benefit paid out

£1.9 million Housing Benefit overpayment outstanding

£290,000 being collected from ongoing Housing Benefit payments

Local Taxation Services budget

£1.1 million expenditure

£186,000 government grant

Council Tax Support budget

£350,000 expenditure

£86,000 government grant (administration)

Housing Benefit budget

£325,000 expenditure

£227,000 government grant (administration)

Contacts and relationships

This postholder reports to the Revenues & Welfare Manager who is a direct report of the Head of Revenues.

The postholder must ensure that the team of Officers are equipped to deal with the fast pace of change in legislation and local policy affecting Revenues and Benefits. This role works closely with the Compliance Officer to ensure accuracy and provide development in line with training needs.

Working environment

- This is a desk based role.
- Contact with the public with risk of challenge or abusive behaviour.

CRITERIA	ESSENTIAL	DESIRABLE
Everything included in this section needs to be able to be objectively measured in one of the following ways: application form, certificates, testing, interview or references.		
Educational and professional qualifications		
<ul style="list-style-type: none"> • Full or part professional qualification with Institute of Revenues Rating and Valuation (IRRV) or significant relevant experience • Minimum of 5 GCSEs (grades A to C / 9-4) or equivalent including English and Mathematics 	Essential	
		Essential
Knowledge		
<ul style="list-style-type: none"> • Knowledge of current Data Protection legislation 		Desirable
Experience		
<ul style="list-style-type: none"> • 2 years' experience of team management • Minimum of 3 years' experience of working with the public within a call centre/face to face/visiting role • Extensive experience of legislative background, application of local policy and an understanding of the wider Revenues / Welfare environment 	Desirable	Desirable
		Essential
Key skills		
<ul style="list-style-type: none"> • IT Literate – Relevant experience of using Microsoft Office products (although full training will be given) • Able to operate within clear policy guidelines • Confident, professional and articulate speaking abilities • Clear, concise and articulate written skills 	Essential	
		Essential
		Essential
		Essential
Personal qualities and behaviours		
<ul style="list-style-type: none"> • Able to work to deadlines • Able to cope with change 		Essential
		Essential
Other Factors		
Basic Disclosure check required		

Corporate Responsibilities

All employees are required to adhere to corporate policies, procedures and codes of conduct; full details can be found on the intranet or from your line manager. Particular aspects include:

Health and Safety - Every employee while at work has a duty to take reasonable care for the health and safety of himself/herself and of other persons who may be affected by his/her acts or omissions at work - Health and Safety at Work Act 1974.

All employees are required to adhere to the Council's corporate policy, procedures associated with their duties and to undertake tasks/training in that context, as required.

Safeguarding - This Council is committed to safeguarding and promoting the welfare of children and young people and vulnerable adults and expects all employees and volunteers to share this commitment, and to adhere to the Council's Safeguarding Policy.

Equalities – This Council is committed to providing equal opportunities for all. We believe that employing people from different backgrounds with a range of perspectives and experiences helps us to deliver high quality services to all our residents. We employ people based on their abilities and potential, regardless of any protected characteristics.

Social Media - Employees are required to adhere to social media corporate policies and to undertake tasks/training in that context as required. Employees must not bring the Council into disrepute through their use of social media either personally or on behalf of the Council.

Financial – Employees are required to adhere to the Council's financial regulations and to undertake tasks/training in that context, as required.

Risk Management - Employees are required to adhere to the Council's risk management strategy and to undertake tasks/training in that context, as required.

Data Protection and Data Security - We hold and process information about our customers and as such we are legally obliged to protect that information. Data protection is important for the Council, and employees are required to understand and adhere to relevant policies and procedures.