

Role Profile

Section 1



Job Title	Assessment & Awards Manager	Service	Resources
Grade	Band 1	Service Area	Transactional and Customer Services
Reporting to:	Head of Transactional and Customer Services		

Purpose of the job:

The post holder is responsible for providing strategic leadership, and will set the priorities, policy and direction of the team (Assessment & Awards) aligned to Corporate and Service priorities. They will contribute to the wider service area management team and will lead by example in terms of embedding the vision, values and behaviours of the council.

They will assume a corporate remit as appropriate and will engage with other service areas to achieve better outcomes for the council.

Key Result Area – Corporate

- To drive organisational change and the transformational agenda by championing the organisational benefits and seeking to embed the application of the council's core values of People Focused, Outcome Focused and Innovation and Empowerment which are built around a 'One Council' ethos;
- To strengthen and develop the culture of the council and promote the implementation of a 'One Council' approach. To support and seek out collaborative opportunities across the service, within the wider council and with appropriate partners.

Key Result Area – Leadership

- To provide clear and visible leadership in a positive working environment;
- Contribute to the overall plan for the service, taking the lead role and advising on specialist areas of responsibility;
- Manage corporate and service projects and initiatives of varying complexity ensuring that the standard project management methodology is properly utilised. Provide opportunities for employees by encouraging cross-service and matrix working.

Key Result Area – Service Delivery

- Ensure service delivery is maintained in line with the corporate service design principles and establish the most effective level of service delivery attainable within the resources available;
- Develop and embed demand-side customer driven service design ('outside-in')
- Establish effective workforce planning arrangements which support medium to long term service delivery and take into account not only the human resource factors, but ties this in to overall strategic plans, financial and budget considerations, environmental issues and legislative requirements/regulations and governance;
- Contribute as appropriate in the identification of commercial opportunities that can modernise service provision, improve service delivery and deliver MTFP savings options.

Key Result Area – Generic Management

- Manage employees, relevant budgets and team/individual performance in accordance with council procedures and objectives

- Use workforce planning data to inform the appropriate interventions for employee development and encourage progressions, as appropriate;
- Establish effective lines of communication and build working relationships with the team based around trust and empowerment;
- Effectively engage with the team/individual employees to make decisions within the remit of their work, to challenge appropriately and to think 'outside the box' in terms of improving service delivery;
- Lead by example in relation to continuous professional development;
- Actively encourage and lead by example in terms of smarter working initiatives and promote the use of technology to maximise productivity and service delivery;
- Ensure, as far as reasonably practicable, the health, safety and well-being of yourself and others within the workplace, including building levels of resilience and instigating interventions as appropriate;
- Ensure principles of equality and diversity are embraced and underpin all work for employees and service users.

Key Result Area – Job Specific

- Lead on the development, management and administration of an efficient and effective Assessment and Awards Service including, Council Tax, Business Rates, Housing Benefit, Local Council Tax Reduction, Discretionary House Payments and the Welfare Assistance Scheme
- Responsible for the co-ordination and submission of all grant claims and statistical returns relevant to the Assessment and Awards Service, including the Housing Benefit Subsidy Return, Council Tax Base Returns and NNDR returns to Central Government and input to MTFP planning with regards to Tax Base Forecasting
- Lead on the development, management and administration an efficient and effective financial assessment process in terms of the assessment of financial contributions towards Adult Social Care services. Including the achievement of income targets in respect of fees, contributions and charges through the provision of an effective financial assessment;
- To act as the Councils legally Appointed Property and Financial Affairs Deputy for service users who lack capacity, as defined by the Care and Support (Charging and Assessment of Resources) Regulations 2014; and provide an efficient and effective support service to these vulnerable people
- Lead on the development, management and implementation of strategies to maximise benefit take up and promote financial inclusion, including promoting the availability of Council Policy and the Discretionary Housing Payments Scheme and the Welfare Assistance Scheme;
- Responsible for the strategic management of a customer focussed Assessment and Awards Service and ensure effective co-ordination and communication across the full range of the service areas and work in partnership with Customer Services to e-enable processes and improve self-service by contributing to the Customer First Strategy;
- Responsible for the visiting service and undertaking reviews (including empty property reviews, single person discount reviews and Discretionary Rate Reviews) to maintain an accurate tax base and business rating list and ensure that the charges levied are correct and income is maximised for MTFP planning purposes.
- Lead on the provision of advice and support to Senior Officers and Members of the Council, including attendance at Overview and Scrutiny meetings, as appropriate.
- Lead on the strategic delivery of activities to address poverty across the county through the Poverty Action Steering Group; developing and delivering against the Poverty Action Plan, working with the AAP's and supporting the work of the Advice in County Durham Partnership and other key partners.

The above is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility of the post, as directed by the Head of Service.

Section 2

	Corporate	Service	Method of Assessment
Qualification	Level 7 management qualification or able to demonstrate equivalent experience as outlined in the Corporate and Service experience sections below	<ul style="list-style-type: none"> • Degree level qualification or equivalent; • Relevant professional qualification; 	<ul style="list-style-type: none"> • Application form • Selection process • Pre-employment checks
Experience	<ul style="list-style-type: none"> • Experience of implementing and managing change and business transformation, proactively pursuing continuous improvement; • Experience of successful strategic management and the formulation and delivery of strategic objectives, plans and policies; • Proven ability to manage a significant budget and meet financial efficiencies; • Experience of developing, implementing and managing local and discretionary policies • Working with Members and Senior Officers, advising on specialist areas of responsibility; • Strategic level planning and people management, including motivation, engagement, empowerment, performance management and development; • Experience of managing complex projects and matrix management; • Experience of implementing and delivering partnership working with both internal and external partners. 	<ul style="list-style-type: none"> • Extensive experience working in a senior role within revenue, benefits, financial services, support or customer services • Experience working with IT systems and software providers to develop, enhance and improve systems • Experience of interpreting complex and changing legislation • Experience of developing and implementing corporate policies 	<ul style="list-style-type: none"> • Application form • Selection process • Pre-employment checks
Skills and Knowledge	<ul style="list-style-type: none"> • Project management, business transformation and change management skills; 	<ul style="list-style-type: none"> • Knowledge of risk management processes; • Enhanced knowledge of the management of service level agreements and contracts 	<ul style="list-style-type: none"> • Application form • Selection process

	<ul style="list-style-type: none"> • Ability to think analytically, strategically and creatively and to influence and manage change across management and professional boundaries; • Understand and promote the application of digital technology to support and enhance service delivery; • The ability to identify and exploit commercial opportunities for the benefit of the community and the council; • Understand and apply the 'One Council' ethos and the values which underpin it; • Ability to interpret and advise on complex legislation and the impact to the Council and Residents • The ability to delegate effectively; • Understand the strengths, motivations, aspirations and areas for development within the team and use this information to build resilience, manage talent and form positive working relationships built on trust which will empower, challenge and develop the team; • Understand what constitutes good workforce planning and establish effective workforce planning arrangements which support medium to long term service delivery; • Understand and apply the service design principles to ensure the most effective level of service delivery is maintained within the resources available; • Problem solving and budget setting skills; • Understanding of LEAN methodology; • Political and cultural awareness and an understanding of the political context and environment of Local Government; • Strong communication and presentation skills; • Knowledge and understanding of Local Government statutory requirements. 	<p>Enhanced knowledge of advice services across County Durham</p> <ul style="list-style-type: none"> • Proven experience of interpreting complex and changing legislation, developing and implementing policies across Revenues, Benefits, Children and Adult Social Care, Welfare Reform • Developed ability to think laterally and to maximise the benefits of IT systems and applications in a financial environment • Contract management skills • Dedicated customer focus 	<ul style="list-style-type: none"> • Pre-employment checks
--	--	---	---

Personal Qualities	<ul style="list-style-type: none">• Professional in approach;• Strategic thinker;• Personal commitment;• Flexible approach to work;• Well organised and self-motivated;• Resilient with strong self-awareness.		<ul style="list-style-type: none">• Application form• Selection process• Pre-employment checks
---------------------------	---	--	--