


## GLPC Job Description

	<b>Job Title</b>	Service Manager - Financial Assessments
	<b>Directorate</b>	Housing and Resident Services
	<b>Department</b>	Resident Services
	<b>Grade</b>	PO7
	<b>Reports to</b>	Head of Customer Service & Assessments
	<b>Staffing Responsibility</b>	Direct Reports: 4 x Team Leader PO3

### Job Purpose:

1. To support the Head of Council tax & Financial Assessments in securing the continuous development, improvement, efficiency and success of the Department as a whole through effective planning, budget management, staff management and governance.
2. Operational responsibility for a range of services within Brent's Council tax and Financial Assessment teams Housing Benefit and Council Tax Support administration, Universal Credit migration, Independent Travel and ASC Client Affairs
3. To act as the lead business owner for Financial Assessment functions for the Council, ensuring that this is meeting the needs of residents and is supporting the Council's key priorities and objectives.
4. Set quality and professional standards, manage service delivery and have significant influence upon the structure and development of their area of activity. Develop and implement operational plans in line with broader functional and Council strategy. Identify, evaluate and implement new initiatives to secure improvements to service delivery across Council tax and Financial Assessments, clearly setting out the Return on Investment expected.
5. Work collegiately and flexibly with colleagues across the Management Team to achieve the objectives of the Council. In particular, work closely with other Service Managers to deliver a seamless and cohesive service regardless of access channel, and to provide management cover on a planned and ad hoc basis as required.

### Principal Accountabilities and Responsibilities:

1. Make a positive contribution to the delivery of the service, this will include working flexibly and positively to achieve the objectives of the Council.
2. Manage and lead staff to achieve high performance and effective operational delivery, including developing and improving staff capability.
3. Manage a customer and finance focused service and the effective use of resources.

4. Ensure that the Council's overall vision, values and ethos are central to the requirements of the service.
5. Support effective working relationships and act as an ambassador and advocate with external organisations.
6. Keep up to date with developments in service delivery and best practice to ensure the service performs effectively and to the highest standards.
7. As a member of the Management Team, work collegiately, flexibly and proactively to achieve the objectives of the Council. In particular, work closely with other Service Managers to deliver a seamless and cohesive service, and to provide management cover on a planned and ad hoc basis as required. To deputise for the Head of Service as required.
8. Overall operational responsibility for a number of functions within Brent Customer Services, as directed by the Head of Service, including the management of the Civic Centre Welcome Desk and Customer Service Centre, Benefits assessments and the provision of advice, appeals and complaints administration, via telephone, postal, electronic and face to face delivery channels
9. Operational, performance, budget and resource management, ensuring that all customer, financial and service outcome measures are achieved and continually improved upon, and all assessments comply with relevant legislation, case law and Council policies, and making optimum use of financial, IT and human resources. Responsibility for the provision of initiatives and mitigation of impacts of welfare reform, in particular ensuring that these responses are integrated with mainstream benefits and customer services administration.
10. Assist and advise the Head of Council tax and Financial Assessments in the formulation, planning and development of strategies, policies and procedures, ensuring that all activities and correspondence comply with legislative regulations, reporting requirements and the changing agenda for the service. Proactively identify areas for quality and service improvement, setting performance standards and service levels, and liaising, negotiating and instigating service level agreements with other service departments.
11. Pro-actively investigate and evaluate new products, services and working methods and analyse the potential benefits of change. Make recommendations to the Head of Service and/or Management Team for implementation and prioritisation. Develop, implement and deliver agreed plans and timetables for initiatives within the Service, ensuring consultation with relevant operational managers, staff and external partners.
12. Take a lead role on corporate or Unit-wide responsibilities including equalities and diversity, business continuity plans, operational budget management, health and safety, sickness monitoring and analysis and the risk register, as required. Maintain and ensure the effective execution of the Business Continuity Plan for your areas and carry out regular exercises to ensure service continuity with minimal disruption in the event of emergencies, service failure or failure of IT systems. Responsible for managing a number of budget Cost Centres.
13. Represent the Housing and Resident Services Department and the Council at Committee meetings, high level steering groups, Court, Tribunals and to stakeholders, customers and senior representatives of other organisations. Take an

active role in benchmarking with other organisations in order to identify best practice and translate this into practical enhancements to service delivery. To produce succinct and structured written communication, conveying clear messages concerning complex matters to these and a range of other audiences. (Occasionally requires out-of-hours working).

14. Safeguarding is everyone's responsibility, and all employees are required to act in such a way that at all times safeguards the health and well-being of children and vulnerable adults.
15. Carry out duties with due regard to the Council's Customer Care, Equal Opportunities, Information Governance, Data Protection, Health and Safety and Emergency Planning & Awareness (including to provide assistance where available) policies and procedures.
16. Undertake any other duties commensurate with the general level of responsibility of this post.

<b>DBS Status</b>	Standard DBS check
<b>Politically Restricted</b> <i>(delete as appropriate)</i>	No

## Person Specification

<p><b>Specify the qualifications, experience, skills and abilities required on the basis of the Job Description.</b></p> <p><b>All Criteria are Essential</b></p>	<p><b>To be identified by:</b> Application Form(A) Test/assessment (T) Interview (I) (Please indicate all that apply)</p>
<p><b>Qualifications and Professional Membership requirements:</b></p> <ol style="list-style-type: none"> <li>1. Educated to a diploma level standard or equivalent qualification, or relevant experience.</li> <li>2. Evidence of significant relevant Continuing Professional Development.</li> <li>3. Excellent standard of education including Maths and English at GCSE or equivalent.</li> </ol>	<p>A</p> <p>A</p> <p>A, T</p>
<p><b>Knowledge (please specify all essential criteria):</b></p> <ol style="list-style-type: none"> <li>4. Detailed knowledge of the Housing Benefit and Council Tax Support schemes and Council Tax service.</li> <li>5. Broad knowledge of other Financial Assessment functions of Independent Travel and Client Affairs</li> <li>6. Knowledge of current local government and Universal Credit migrations and the ability to implement related initiatives for service development.</li> <li>7. Good working knowledge of Standard Microsoft Windows and Office applications and systems software</li> </ol>	<p>A, T, I</p> <p>A, T, I</p> <p>A, I</p> <p>A, T, I</p>
<p><b>Experience (please specify all essential criteria):</b></p> <ol style="list-style-type: none"> <li>8. Track record of achievement at a management level in a similarly large and complex organisation.</li> <li>9. Effectively managing staff in a busy customer service environment with various access channels.</li> </ol>	<p>A, I</p> <p>A, I</p>
<p><b>Skills and abilities (please specify all essential criteria):</b></p> <ol style="list-style-type: none"> <li>10. Excellent leadership and management skills, able to effectively manage people, performance and budgets</li> <li>11. Strong interpersonal, negotiating and influencing skills with the ability to communicate effectively in writing and verbally and to build and maintain positive working relationships with stakeholders.</li> </ol>	<p>A, I</p> <p>A, I</p>

12. Understanding and ability to manage the requirements and demands of providing a customer service and best possible outcomes for a diverse customer base across a large organisation and a number of delivery channels.	A, I
13. IT literate with knowledge and experience of benefits software packages and windows-based applications.	A, T, I
14. Effectively plan, organise and manage conflicting priorities and deadlines, identifying and removing barriers preventing service delivery.	A, I
15. Ability to analyse performance information, produce reports and make decisions based on this information.	A, T, I
16. A dynamic, committed individual with the resilience and drive to cope with the demands and pressures of the post including the ability to cope effectively at times of crisis, and the ability to initiate, drive and manage change.	A, I