

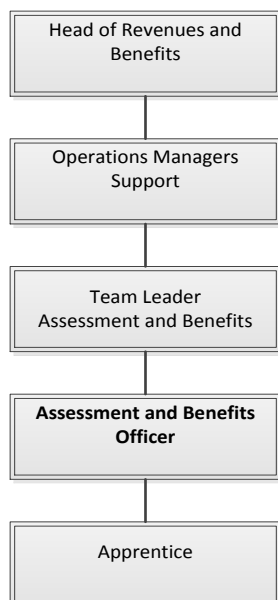
## **ROCHDALE BOROUGH COUNCIL**

### **JOB DESCRIPTION**

<b>DIRECTORATE:</b>	Resources
<b>SERVICE:</b>	Finance, Revenues & Benefits
<b>LOCATION:</b>	Number One Riverside, Rochdale
<b>JOB TITLE:</b>	Assessment & Benefits Officer (AC) Level 3
<b>POST NUMBER:</b>	FSRBBF000002
<b>Grade:</b>	5
<b>Accountable to:</b>	Operations Manager (Support); Team Leader (Assessments & Benefits)
<b>Accountable for:</b>	N/A
<b>Hours of Duty:</b>	37 hours per week in accordance with the Service's Work Life Balance Scheme
<b>Any Special Conditions of Service:</b>	<p>Appointment to this post is subject to an enhanced DBS including a barred list check against the adult workforce</p> <p>The ability to converse at ease with members of the public and provide advice in accurate spoken English is essential for this post.</p> <p>The Authority operates a Smoke Free Policy for all its employees and applies to any building and associated grounds within in the immediate vicinity of the building which is wholly owned, leased or operated and occupied by R B C</p>

**The Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects staff to share this commitment.**

### **ORGANISATIONAL CHART**



## **PURPOSE AND OBJECTIVES OF THE JOB**

To deliver an efficient, effective and quality assessment & benefit service; and to work to meet team priorities and targets.

### **Control of Resources**

#### **Personnel**

None

#### **Financial**

Responsible for the correct operation of financial systems relating to Revenues and Benefits in accordance with statutory regulations and Council procedures. Responsible for budgets allocated to the post holder.

#### **Equipment/Materials**

Responsible for equipment and materials used by self and staff ensuring they are properly protected from loss and provide value for money.

### **Health/Safety/Welfare**

Responsibility for the safety and welfare of self and colleagues in accordance with the Health and Safety Policies of the Council.

### **Equality and Diversity**

To work in accordance with the Authority's Policy relating to the promotion of Equality and Diversity.

### **Training and Development**

- The post holder will be responsible for assisting in the identification and undertaking of his/her own training and development requirements in accordance with the Council's Performance Management Framework and for all other staff they are responsible for.

### **Relationships (Internal and External)**

Internal:        Officers within Finance Services  
                    Officers within other service areas of the Council  
                    Elected Members of the Authority  
                    Internal Audit

External:       Staff of other local authorities  
                    Members of the public  
                    Government Departments  
                    External Audit  
                    Other relevant external bodies and organisations

### **Responsibilities**

The postholder must –

- (i) Perform his/her duties in accordance with Rochdale Council's Equality and Diversity Policy.
- (ii) Ensure that Rochdale Council's commitment to public service orientation and care of our customers is provided.

## **Values and Behaviours**

Approach the job at all times using the values set out in the Rochdale Way:

- Valuing our people
- Focusing on customers
- Acting with integrity
- Using time and money wisely
- Working together
- Always learning and improving

Be aware of and apply the Rochdale Way behaviours at all times.

## **Principal Duties**

### **Residential Care & Non-Residential Care Assessments**

- 1) To undertake financial assessments for all types of residential and non-residential care services.
- 2) The maintenance of all financial assessments including: reviews, amendments and cessations.
- 3) To interview service users and, or, their representatives either in their home, other places of residence or at the Customer Service Centres in order to enable an accurate financial assessment to be made; making use of available mobile technology where appropriate.
- 4) To understand the appeals process and offer correct guidance where needed.

### **Deferred Payments Agreements**

- 5) To identify and determine requests for deferred payment agreements in line with the Deferred Payment Policy.
- 6) To liaise as required with Adult Care, Corporate Debt and Legal Services in respect of deferred payment agreements.
- 7) To interview service users and, or, their representatives either in their home, other places of residence or at the Customer Service Centres in order to enable secure and robust deferred payment agreements.
- 8) To contribute to the maintenance and provision of performance data relating to deferred payment agreements.

### **Generic**

- 9) In accordance with Section 7 of the Immigration Act 2016 this post requires the ability to converse at ease with the members of the public and provide advice in accurate spoken and written English.
- 10) To provide advice, help and information on the full range of the benefits provided by the Revenues & Benefits Service.
- 11) To have a comprehensive understanding of other state welfare benefits to enable advice to be given on benefit maximisation in order to maximise income collection.
- 12) To identify potential fraudulent cases and refer these to the Fraud Team.
- 13) To make decisions on returned-cases based upon the recommendations from the Fraud Team.

- 14) To maintain a comprehensive up to date knowledge of both assessment & benefits and deferred payments legislation and procedures and offer advice to customers accordingly.
- 15) To access and update all relevant information systems for example Customer Information System (CIS); document management systems, CONTROCC and so on.
- 16) To offer support and guidance to the apprentices on the team.
- 17) To offer support to Level 1 & 2 Officers on the team for example following software developments, changes in legislation, though during training and so on.
- 18) To help provide an efficient and friendly service to our customers by dealing with requests for financial assessments and deferred payment arrangements in a polite and professional manner for example during home visits, at Customer Service Centres, over the telephone and at external events.
- 19) To initiate and deal with enquiries relating to all financial assessment and deferred payment activity dealt with by the service including responding to customer letters and e-mails; as well as more complex correspondence for example letters from the CAB and so on.
- 20) To participate in training programmes as identified in One to One meetings and as specified by the Team Leader.
- 21) To constantly look for ways to improve the service the team delivers and by identifying best practice; suggesting changes to procedures; and demonstrating a willingness to learn and thereby contributing to a continuing improvement in performance, customer satisfaction and service excellence.
- 22) To ensure quality is at the heart of service delivery, by adopting a 'right first time' approach that aims to meet customer needs and demands.
- 23) To contribute to putting the customer first and at the heart of service delivery; and to help achieve improved levels of customer satisfaction.

### **Core Duties & Responsibilities**

- 1) To ensure compliance with the Council's statutory requirements, policies and procedures.
- 2) To promote and respond to policies around the Corporate Plan.
- 3) To promote diversity, to participate in the achievement of the Council's Equality and Diversity Strategy, and work in accordance with the Equality and Diversity Policy.
- 4) To be responsible for the health, safety and welfare of self and others in accordance with the health and safety legislation and Council policies.
- 5) To maintain relationships with relevant stakeholders and partners for example Elected Members, Agilisys, suppliers, other local authorities, voluntary agencies and so on.
- 6) To ensure compliance with the Council's Health Related Absence Policy.
- 7) To ensure compliance with the IT Regulations and guidance to Managers on the use of DSE equipment.
- 8) To ensure compliance with the Council's Performance and Development Review Process through contributing to One to One meetings and Personal Development Reviews; and to contribute to communication with staff through the briefing process.

## **Secondary Duties**

- 1) To participate in Council programmes of in-service training as a trainee.
- 2) To undertake such other duties and responsibilities of an equivalent nature as may be determined from time to time by the Head of Service (or nominated representative) in consultation with the postholder (and if he/she so wishes, with his/her Trade Union representative).

## **Personal Competencies**

Staff within Revenues & Benefits are expected to demonstrate a positive approach, to deliver a quality service to our customers and stakeholders, to act openly and honestly, to have respect for colleagues and others and to work collaboratively within a team environment.

Job Description prepared by Carolyn Goddard Date 17/09/02018

Director \_\_\_\_\_ Date \_\_\_\_\_

