

Exchequer Services Officer

Service: Exchequer Services
Grade: Band 5
Reporting to: Exchequer Services Team Leader
Responsible for: Exchequer Services Support Officers



We Have

Trafford is a great place to live, work, learn and visit. From its leafy suburbs, to its more urban areas, the borough takes pride in its strong, diverse communities, its cultural and sporting heritage and its position at the heart of the region's economic powerhouse.

Trafford Council and its partners in the public, private and third sectors are embarking on a Vision which sees us working together to close inequality gaps and maximise Trafford's huge potential.

Our vision: Working together to build the best future for all our communities / everyone in Trafford.

Our vision is about giving people in Trafford greater choice about where they live; to build and sustain in thriving communities; and to develop areas which we can all take pride in. It's about people living healthily; receiving care when they need it and having access to our green spaces with great transport links across the borough.



Our Culture

Trafford Council employs around 2300 non-school members of staff and as one of the biggest employers in the borough, we work hard to make Trafford Council an employer of choice. We care what you think and believe you are more than just a job role. We have a great benefits' package and a real focus on your health and wellbeing, as well as, extensive learning, succession and development opportunities.

For us, it's not just about *what* we achieve as an organisation, but *how* we do it. Therefore, all employees are expected to display our **EPIC** values.

At Trafford Council we are EPIC

We EMPOWER – We inspire and trust our people to deliver the best outcomes for our customers, communities and colleagues.

We are PEOPLE CENTRED – We value all people, within and external to the organisation and give those around us respect. We will act with honesty and integrity in all that we do, and create an environment that enables everyone we work with to thrive and succeed.

We are INCLUSIVE – We are committed to creating an environment that values and respects the diversity and richness differences bring

We COLLABORATE – We build relationships, collaborate; treat people as equal partners and work together to make things happen.

A day in the life

'A day in the life' section of this Role Profile outlines the key tasks you will be expected to perform to give you an understanding of a typical day and the key activities that you will be expected to deliver or contribute to the delivery of.

The 'you have' section explores what qualifications and experience you will need for the role and the 'your strengths' section is where you can tell us about what skills and knowledge you can bring with you to succeed in the role.

We are a values based organisation, so reflecting our values in your evidence will support your application.

Your Main Priorities

To administer the more complex transactional activities within the Service, to monitor performance and ensure the legislation and policies are adhered to.

Key duties

1. To deal with complex and difficult cases, making decisions in line with Legislation and Policy.
2. To manage the performance (Service, productivity and quality) of a team of Support Officers delivering day-to day services.
3. To monitor and evaluate the performance levels within the team with a view to identifying ways of improving performance levels.
4. To supervise the administration and workload of the team ensuring all processes are carried out in a timely and consistent manner.
5. To deal with enquiries from customers and their representatives whether face to face, by telephone or letter. Home visits to clients may be required.
6. To be conversant with the terms and conditions of the service and relevant Legislation and Policies.
7. To actively support the continuous improvement of the Exchequer Service; ensuring team members reach their maximum potential, through PDR's coaching and developing individuals.

8. To keep up to date with relevant changes / new initiatives and adhering to procedures and policies.
9. Any other duties consistent with the nature, responsibilities and grading of the post.
10. To undertake any project work relevant to the activities of the Service and appropriate to the grade as requested by the Team Leader.
11. The post holder will be subject to rotation for posts on the same pay band as required.
12. To undertake any other duties as required commensurate with the post.

You Have

- Good standard of secondary education including Maths and English
- GCSE grades A to C or equivalent or working towards a relevant
- Professional qualification
- Experience of Finance administration, including dealing with complex and difficult cases
- Proven success in developing effective working relationships with colleagues and partner organisations.
- Experience of using MS Word and Excel.
- Excellent and up to date knowledge of welfare benefits and other financial and non-financial support available to residents.
- Extensive and up to date knowledge of Financial Assessments and Finance legislation and Procedures,

Your strengths

- Competent ICT and numeracy skills
- Excellent written and verbal communication skills including report writing
- Research, data collection and benchmarking
- Analytical skills
- Commercial awareness
- Effective organisational and planning skills
- Collaborative working

<p>including Case Law.</p> <ul style="list-style-type: none"> • Ability to manage a team of Support Officers • Ability to plan, prioritise and allocate tasks and fluctuating workloads in order to meet deadlines and changes in priority. • First class written and oral communication skills, with the ability to deliver bad news in a sensitive manner and handle conflict. • Ability to remain objective and professional when dealing with the most vulnerable resident • Ability to establish excellent working relationships and liaise with colleagues at all levels and across organisational boundaries. • Ability to work on own initiative, with little supervision and to tight deadlines • Ability to analyse complex information • Ability to manage and resolve customer complaints • Highly motivated to achieve targets and results. 	
---	--

Date prepared/revised: April 2019

Health and Safety

To operate safely within the workplace with regard to the Council's health and safety policies, procedures and safe working practices. To be responsible for your own Health and Safety and that of other employees.

Equalities & Diversity

To work within the Council's Equalities and Diversity Policy, embracing through personal example, open commitment and clear action that diversity is positively valued, resulting in access for all by ensuring fair treatment in employment, service delivery and external communications.

Customer Care

To continually review, develop and improve systems, processes and services in support of the Council's pursuit of excellence in service delivery. To recognise the value of its people as a resource.

Training and Development

To identify training and development needs with your manager, taking an active part in your Personal Development and Review Plan. To access development opportunities as they arise and share learning with others and where appropriate, actively encourage a learning environment and development within others.

Policy

To work at all times within the established policies and practices of the Council, within the framework established by the Council Constitution and associated guidance.

Information Governance

Confidentiality is of prime importance. In the normal course of duties, the post holder will have access to personal and or sensitive information relating to service users, staff and contractors, as well as information of a commercially sensitive nature. Such information should not be communicated to anyone outside or inside the Council unless done in the normal course of carrying out the duties of the post. Disciplinary action will be considered where a breach of confidence and or data breach has been established.

All information obtained or held during the post-holders period of employment that relates to the business of the Council and its service users and employees will remain the property of the Council. Information may be subject to disclosure under relevant legislation.

To ensure information is shared safely and complies with information governance standards and associated legislation.