

Job specification



Job title: Business Manager - Assessment

Service: Customer Services

Grade: G12

Reporting to: Service Manager – Assessments – Welfare Central Libraries and Life Centres

Your job

You will lead and maximise the effective delivery and payment of Council Tax reductions, Housing Benefits and free school meal entitlements and associated processes and the administration of Financial Assessments to all customers.

You will be responsible for the provision of legislative guidance for the assessment and administration of Housing Benefits, Free School Meal entitlements and associated processes and the administration of Financial Assessments.

Working with the Assistant Director and Service Manager you will develop strategies and processes that maximise uptake of Housing Benefits, Free School Meals and associated processes and the administration of Financial Assessments, as well as future assessment.

You will lead on the reduction of processing costs by developing a Digital by Default service adopting corporate digital strategies, recording and reporting against improvement targets.

You will manage a multidisciplinary team of staff delivering a range of customer driven services and you'll provide them with support to explore options that will maximise revenue and deliver long term solutions.

You will support managers in the development and implementation of service and business plans that supports the achievement of the Council's objectives.

Mandatory statement

The Council is committed to complying with the European General Data Protection Regulations (GDPR) and meeting the requirements of the Information Commissioner's office (regulating data protection compliance in the UK). It is your responsibility to ensure that the work you undertake is compliant with the General Data Protection Regulations.

In this job you will

In the next 12 months, you will:

- Support the development of a wider Welfare Support and Welfare Rights offer to promote the take up of benefits, financial or otherwise to ensure that customers income is maximised, their indebtedness reduced and to support residents with their journey into work
- Develop campaigns to raise awareness and take up of benefits and assessments to help maximise income and ensuring that customers receive what they are entitled to and no more, supporting similar approaches within Collections
- With the Business Manager - Collections develop the relationship between Collection and Assessment exploiting opportunities to maximise income, to create understanding across Customer

Services of these relationships and how they can be mutually beneficial to our customers and the council

- Ensure the Subsidy Claim is adequately protected and maximised through robust reviews and retention liaising with landlords and Adult Services regarding Exempt and Supported Accommodation provision
- Create an Assessment culture where the principles of same day and same week processing and asset-based conversations are the norm and that customers are at the heart of what we do
- Ensure Discretionary Housing Payments are promoted with internal services and all landlords to maximise take up and help protect customers from having their tenancies put at risk
- Develop front and back office solutions that add value, delivering excellent customer service, increase satisfaction levels and reduce cost to serve. Ensuring systems are developed in an integrated fashion to effectively deliver on legislative and regulatory requirements

On an ongoing basis you will:

- Create a culture of right first-time processing to drive improvements in customer satisfaction and experience ensuring standardised checking regimes are established to evidence this happening
- Ensure customer requests and associated processes are delivered same day to synchronise accounts and prevent inaccurate or unnecessary actions and avoidable contact
- Ensure that Quality Checking processes are rigidly adhered to and that data is used to support improvements in accuracy
- Develop an environment where the relationship between processing and the Subsidy Claim is clearly understood using management information to share successes and areas for improvement
- Be Responsible for the development of organisational, structural and processing regimes that maintain speed of processing within agreed tolerances implementing development programmes for identified areas of improvement
- Support the preparation and completion of Assessments statutory and Government returns, ensuring robust sign off processes are adhered to
- Work on the audit of the main Subsidy Claim and be able to explain and demonstrate benefit calculations and payments are accurate and in accordance with legislation
- Develop and embed a performance management culture within Assessment and ensure service performance measures are monitored and regularly reported at Customer Services Management meetings
- Manage a robust impact and risk assessment procedure, to ensure that changes are clearly understood, planned and tested, within a governance structure linked to performance outcomes
- Analyse and interpret complex management and performance information and reports for compliance with legislative requirements proactively identify areas of potential risk and provide relevant staff development and or inputs to meet service need
- Ensure changes in legislation are interpreted, actioned correctly and communicated to all staff, partners and customers and that changes are developed and embedded accurately across all Customer Services platforms, systems and points of contact
- Lead the delivery and wider development of Universal Credit creating robust performance information and processing information to monitor successes and areas for improvement
- Share knowledge and understanding of data returns to create a sustainable model of operation and eliminate risk, using Audit and Finance colleagues to support processes

- Develop a quality management and performance information dashboard that forecasts processing performance trends, gaps, and risks and ensures national, corporate and service improvement targets are met or exceeded
- Ensure the creation and regularly review of customer information regarding letter production, policies, procedures and regulations incorporating best practice using clear concise language in all media types including the web
- Ensure that processes and services are streamlined, robust and maximise the use of technology adopting a Digital First approach, reducing costs to serve, enabling opportunities for self-reliance
- Develop innovative systems, data and process methods to maximise the use of customer information to ensure a right first time approach becomes integrated across Customer Services delivering front and back office excellence
- Ensure that efficiencies and savings are recorded, reported and released in a timely manner
- Ensure Discretionary Housing Payments expenditure policy and guidelines are followed, and performance and quality are being met, providing regular forecasts and budget monitoring
- Have responsibility for ensuring Housing Benefit and Council Tax Reduction appeals are processed and submitted in a timely manner
- Ensure you operate within GDPR guidelines by regularly reviewing data held and destroying information in line with retention schedules

In this job you will need

You must be able to demonstrate the following essential requirements:-

- Management qualification NVQ Level 5 or equivalent significant level of experience.
- Evidence of continuous managerial development.
- Proven track record of effective service development and delivery in area of work.
- Evidence of effective project management skills and the ability to deliver key projects across a range of situations.
- Evidence of managing service performance improvements.
- Evidence of managing change programmes and resource reductions.
- Detailed knowledge of best practice and developments in specific areas relating to the functions of the post.
- A detailed understanding of the value and use of new technologies in improving services and modernising working processes.
- A thorough understanding of the legislative and key operational issues relevant to the post.
- Knowledge of Equality and Diversity policies and issues affecting public services.
- High level of written and oral communication skills and ability to make presentations to a wide range of audiences.
- Ability to use influencing skills and to promote open discussion and negotiate common agreement where there are disparate points of view.
- Able to work in partnership and to develop the trust, respect and co-operation of colleagues and partners.

- Proven ability to convert plans into action and deliver objectives and targets within timescales and budgets.
- Ability to analyse information, identify implications for Customer Services and implement relevant courses of action.

Our culture

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

Be Positive... take pride in all that you do

Be Accountable... be responsible for making things better

Be Courageous... be open to doing things differently

Be Kind... be helpful, generous and thoughtful towards yourself and others

Individuals with line management responsibilities are also expected to ...

Inspire... lead by example and help others to see the big picture

Care... show genuine concern for people as individuals and value their contributions

Engage... I connect with others both within and beyond the organisation

Staff Deal

Our Staff Deal is an informal agreement with all staff. It outlines what you can expect from us, and in return what we expect from you

Our part

- Provide strong, honest and visible leadership
- Reward your commitment and hard work
- Care for your health and well being
- Listen to you and put your ideas into action
- Support you to give something back
- Offer opportunities to learn and grow
- Be one team, one council
- Believe in you

Your part

- Listen, be open, honest and friendly
- Be efficient, flexible and professional
- Care for your health and stay active
- Tell us how we can improve
- Give something back whenever you can
- Take opportunities to learn and grow
- Be one team, one council
- Believe in yourself and our borough