



JOB DESCRIPTION

JOB TITLE: Exchequer Services Officer

DEPARTMENT: Exchequer Services
Transformation and Resources

GRADE: Band 5

ACCOUNTABLE TO: Exchequer Services Team Leader

DIRECTLY RESPONSIBLE FOR: Exchequer Services Support Officers

Main Purpose of the Job:

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

Main 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.

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.

Confidentiality

To adhere to the Council's policies and procedures on confidentiality and the management and sharing of information.



PERSON SPECIFICATION

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STAGE ONE: Disabled candidates are guaranteed an interview if they meet the essential criteria

MINIMUM ESSENTIAL REQUIREMENTS	METHOD OF ASSESSMENT *
1. Qualifications/Training etc.	
Good standard of secondary education including Maths and English GCSE grades A to C or equivalent or working towards a relevant Professional qualification.	C A I
2. Experience	
Experience of Finance administration, including dealing with complex and difficult cases.	AI
Proven success in developing effective working relationships with colleagues and partner organisations.	A I
Experience of using MS Word and Excel.	AI
3. Knowledge	
Excellent and up to date knowledge of welfare benefits and other financial and non-financial support available to residents.	A I
Extensive and up to date knowledge of Financial Assessments and Finance legislation and Procedures, including Case Law.	AI

4. Skills & Abilities	
Ability to manage a team of Support Officers.	AI
Ability to plan, prioritise and allocate tasks and fluctuating workloads in order to meet deadlines and changes in priority.	AI
First class written and oral communication skills, with the ability to deliver bad news in a sensitive manner and handle conflict.	AI
Ability to remain objective and professional when dealing with the most vulnerable residents.	AI
Ability to establish excellent working relationships and liaise with colleagues at all levels and across organisational boundaries.	AI
Ability to work on own initiative, with little supervision and to tight deadlines.	AI
Ability to analyse complex information.	AI
Ability to manage and resolve customer complaints.	AI
Highly motivated to achieve targets and results.	AI

*** Method of Assessment**

A = Application form, **C** = Certificate, **E** = Exercise, **I** = Interview,
P = Presentation, **T** = Test, **AC** = Assessment centre