Job Profile

Position Details	
Job title	Benefits Manager
Directorate	Culture, Strategy & Engagement
Business Unit	Central Service Delivery
Reports to	Head of Service Delivery
Grade	PO8+2

Role Purpose

This role exists to lead the effective service for Haringey Council in accordance with legislation, policy, and procedures.

The Head of Service will have responsibility for the delivery and management of all functions within Benefits including the assessment of benefits, discretionary housing payments, payments of Local Welfare Assistance and related Government Grants and minimising subsidy loss.

The Benefits Manager has financially responsibility making payments out to customers for Housing Benefits/Council Tax Reduction, Discretionary Housing payments and Local Welfare Assistance awards. With the need to ensure value for money and to constantly improve performance, this role requires strong leadership, financial awareness, and an ability to constantly improve outcomes and achieve targets.

All staff will be expected to exhibit the competencies detailed in Person Specification and to deliver services in line with our expected behaviours:

- Ambitious
- Accountable
- Human
- Professional

Key Generic Accountabilities

- To operate as a **lead officer** for Benefits with a focus on delivering an excellent customer experience and high levels of **performance** as well as key strategic accountabilities.
- To be strategically and operationally responsible for leading, motivating and directing staff achieve efficient and effective high performing services within a Shared Service Centre.
- To develop and implement process improvements and encourage the use of technology to improve customer experience.
- To be strategically and operationally responsible and accountable for ensuring the service complies with all statutory and non-statutory regulations and Council policy and regulations.
- To provide comprehensive high-level **advice** in respect of Welfare Benefits.
- To assist customers in a way that reflects **Haringey's Values, Principles and Pledges.**
- To **comply** with statute, legislation, discretionary powers, council standing orders, council policies and codes or standards of conducts.

- To lead strategies and policies to lead the delivery of the Service.
- To ensure that all matters relating to people management are implemented including full adherence to the Council's appraisal scheme and HR procedures.
- To demonstrate flexibility and adaptability in the drive towards change and the improvement of processes.
- To comply with the Council's Health & Safety requirements.
- Understand and comply with the Council's **Equal Opportunities** Policy.

Main Responsibilities

The main specific responsibilities for this role include but are not limited to:

1. To be responsibility for ensuring the efficient operation and control of the service

2. To promote the role of the Council locally, regionally, and nationally as appropriate – taking an active part in benchmarking and best practice groups.

3. To be accountable for all the specific and generic functions within the service and ensuring their integration in delivering improved service outcomes with innovation, drive, and enthusiasm.

4. To proactively review service performance and delivery in line with changing needs focussing on long term aims, including resource planning and legislative changes.

5. To assist in ensuring the preparation and completion of subsidy and other Government returns and ensure there is minimal financial loss to the Council.

6. To procure and monitor external contracts and agreements to ensure value for money, quality, and performance delivery.

7. To develop and sustain positive partnerships with elected Members to ensure service priorities are effectively implemented and that Members can undertake their strategic monitoring role.

8. To develop and maintain effective working relationships with all relevant stakeholders and suppliers.

9. To manage internal relationships across the Council, working with colleagues to deliver service improvements.

10. To demonstrate an understanding of complex performance management techniques and an ability to develop, negotiate and extend challenging outcomes and goals, making high impact decisions based on facts.

11. To lead and support the Service by means of clear direction, quality management and the enablement of technical advancement.

12. Ensure that all matters relating to people management (circa 50 staff) are implemented including full adherence to the Council's appraisal scheme and HR procedures.

13. To manage the budget of the Service ensuring the achievement of financial targets and the delivery of value for money.

14. To complete reports and attend committee meetings and other meetings as appropriate.
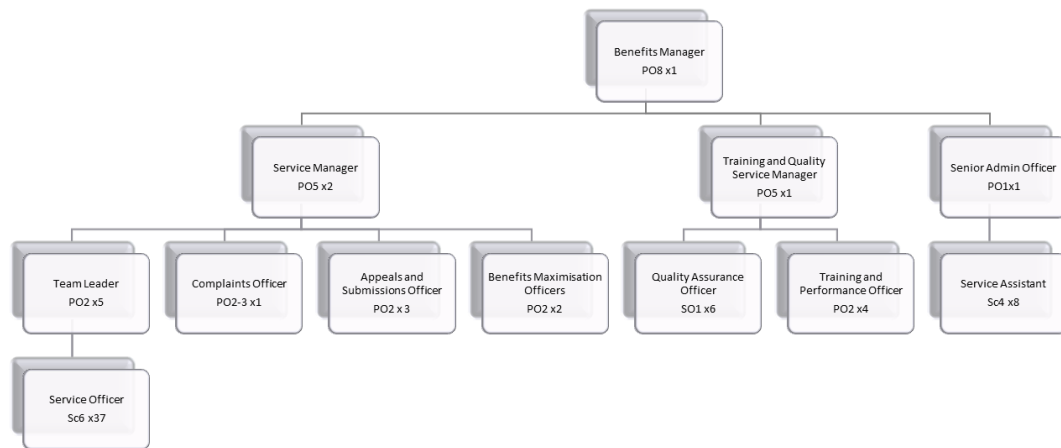
Generic Responsibilities
1. Understanding, knowledge and ability to follow guidelines that ensures compliance with Health and Safety at Work, Data Protection and other statutory requirements.
2. Understanding and commitment to promoting and implementing the Council's Equal Opportunities policies.
3. Knowledge and experience of using IT.
4. To undertake any other temporary responsibilities aligned with the overall purpose and grade of the role.

Knowledge, Qualifications, Skills and Experience	Essential or Desirable
• Qualified Member of the Institute of Revenues Rating and Valuation.	D
• Experience of successfully leading a Benefits service.	E
• Detailed understanding of the legislation and statutory requirements affecting service delivery in benefits.	E
• Experience of managing major divisional change and implementing significant improvements in service delivery and systems.	E
• Experience of financial management within the Benefits environment.	E
• Ability to manage and control key financial indicators, ensuring appropriate action is taken to address variances.	E
• Credible in personal and professional demeanour commanding the confidence of customers, members, others chief officers, staff, external partners, and other stakeholders.	E
• Demonstrate a deep understanding of the workings of local government and the current and future issues to be faced along with the financial, legal, and political context of public sector management.	E
• Experience of leading and managing a large workforce/larger number of related services.	E
• Experience of working on an extensive and varied workload at the highest level with a proven track record of policy analysis, strategy formulation and implementation.	E
• Knowledgeable of developments in IT within the sector and able to recognise and enable those to enable efficiency and development.	E
• Enthusiastic management style, able to encourage change. improvement, and loyalty.	E
• Excellent written and verbal communications skills.	E
• Able to analyse complex data and reach logical conclusions.	E
• Skills in negotiation, persuasion, and assurance.	E
• Excellent IT skills, including MS Office	E
• Excellent project management skills.	D

Main Contacts & Other Information
Main Contacts:
Head of Service Delivery
Revenues Manager
Head of Customer Services

Finance Director

Assistant Director Customer Services

Assistant Director Regeneration

Head of Economic Development

Head of Audit and Risk Management

Citizens Advice Haringey

Government departments including DLUHC, BEIS, DWP

Organisational Structure

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                          Benefits Manager
                              PO8 x1
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  Service Manager          Training and Quality            Senior Admin Officer
     PO5 x2                  Service Manager                     PO1x1
                                PO5 x1
  ┌────┬────────┬──────────┐      ┌──────────────┐                │
Team Leader  Complaints  Appeals and  Benefits   Quality Assurance  Training and      Service Assistant
  PO2 x5     Officer    Submissions  Maximisation    Officer        Performance Officer      Sc4 x8
            PO2-3 x1     Officer      Officers        SO1 x6          PO2 x4
                         PO2 x 3      PO2 x2
    │
Service Officer
   Sc6 x37
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ADDITIONAL INFORMATION

Supervision / Management of People				
Please indicate (**x**) which group best describes the total number of staff the post holder is <u>directly</u> responsible for (please note indirect reports should not be included) :				
None	Up to 5 staff	6 to 15 staff	16 to 49 staff	50 plus staff
				X
Are the staff based at the same work location?				No
Will the post holder be responsible for contract / agency / project staff?				Yes

In the normal course of their duties would it be reasonable to expect the job holder to undertake, or be involved in, any of the following on a regular basis.

Work Environment					
Activity	Yes/No	% of working day	Activity	Yes/No	% of working day
Office duties.	Yes	90%	Use of a computer.	Yes	85%
Audio typing.	No		Crisis or conflict situations.	No	
Walking more than a mile.	No		Manual handling.	No	
Working alone or in isolation.	No		Working in confined spaces.	No	
Driving a car, van or minibus.	No		Preparing or serving food.	No	
Exposure to infectious diseases, e.g. Tuberculosis (TB) or Hepatitis B.	No		Working in awkward positions, e.g. stooping, bending, reaching.	No	
Exposure to substances hazardous to health, including lead, asbestos or radioactive substances.	No		Operating heavy or hazardous machinery including forklifts, diggers or cranes.	No	
Regular and repetitive movements.	No		Standing or sitting for prolonged periods.	No	
Outdoor work involving uneven surfaces.	No		Working at heights / on ladders, roof work.	No	
Working shifts / unsocial hours / nights.	No		Outdoor work involving extremes of temperature.	No	
Teaching, or responsibility for, children.	No		Control and restraint.	No	

Electrical hazards.	No				

Resources – identify & list personal and identifiable accountability for physical and financial resources including those of clients:
No
Cash/Financial Resources - Is the post personally and identifiably accountable for the accurate handling / security of cash and cheques? If yes, specify the average amount controlled at any one time and the nature of the accountability:
No
Plant/Equipment - is the post personally accountable for the proper use / safekeeping of plant / equipment? If yes, please indicate the type(s) of plant/equipment and the nature of the accountability:
No
Stocks/Materials - Is the post personally accountable for materials / items of stock? If yes, please indicate the type and approximate value and the nature of accountability:
No
Data Systems - is the post personally accountable for the use, manipulation and safekeeping of data systems whether manual or computerised? If yes please indicate the type of system(s) and the nature of the accountability, whilst explaining the importance of the data systems to the Council's operations:
Access to various systems in respect of debt management
Buildings - Is the post personally accountable for the proper use and safekeeping of buildings. If yes please indicate the type of building(s) concerned and the nature of the accountability:
No