
Post Title: Revenues & Benefits Client Assistant

Post Hours: 37 hours per week

Grade: Scale 5/6

Responsible to: Principal Client Officer

Responsible for: N/a

Main contacts associated with duties:

- Liberata Management
 - Department for Work and Pensions
 - Service Managers
 - Partnership Board
 - Registered Social Landlords & Developers.
 - Service Improvement / Transformation Groups
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Job Purpose:

To effectively work with the Council's Partner Liberata to help monitor and deliver a first-class Revenues and Benefits service.

Assist in performing statutory functions, undertaking quality checks, and performing client-side functions.
Monitor Partner performance against contractual targets.

Control of Resources:

None.

Main duties and responsibilities:

1. Pursuant to the Order 2002 (The Contracting Out Functions of Local Authorities: Income Related Benefits) to be responsible in ensuring that quality controls of work / sample checking are carried out throughout the contractual agreement with Liberata.
2. Monitor the performance of Liberata in achieving targets for a range of key performance indicators to ensure that service standards are maintained and/or improved upon.
3. Quality assurance checks on key areas such as Revenues, Housing Benefits & Customer Services.
4. To interpret legislative changes and develop and implement procedures to ensure that the Revenues & Benefits operations managed by Liberata comply with all relevant legislation and the D.W.P.'s performance standards and advise the Principal Client Officer.

5. To ensure that accurate and proper records are kept of Revenues and Benefits that meet Audit and D.W.P. requirements and those records are made available for Audit and Inspection purposes.
6. To support the operational efficiency of exempt supported accommodation, including research and recommend cross partnership opportunities and solutions where appropriate.
7. Maintain and promote liaison with internal and external stakeholders.
8. To assist and monitor areas of potential subsidy loss ensuring the safeguard of the Benefit Subsidy claim and make recommendations for service improvements in policy and operational decision making (current value £16million).
9. Analyse trends in caseload, benefit expenditure and rent levels, and impacts of legislative changes to aid future projections of benefit costs and analyse the financial effects of legislative changes.
10. The verification and sign off for the benefit parameters and allowances in the TEST and LIVE systems to reflect the annual uprating, providing assurances to the external audit as part of the Final Accounts.
11. Hold the responsibility for maximising the utilisation of the Government-funded Discretionary Housing Payment Budget. Regular monitoring of usage throughout the year and regular feedback to key stakeholders to optimise take-up.
12. Sign off Housing Benefit Write Off's Overs and Under £1,000 giving full consideration that all avenues of recovery have been explored within the Council's Collection Policy.
13. Take responsibility for identifying work priorities without the need for close supervision.
14. Provide support for the completion of all Statutory returns and Court Submissions.
15. When necessary, to deputise for the Principal Client Officer, on matters relating to the Public / Private Partnership.
16. To undertake such other duties and responsibilities of an equivalent nature as may be assigned from time to time by the Principal Client Officer.
17. To ensure that all regulations and policies relating to health and safety are implemented and adhered to.

Selection Criteria	Essential or Desirable	Assessment Method
Qualifications		
1. IRRV Technician or other relevant professional qualification.	Desirable	Application Interview Certification
2. 5 Grade GCSE grade 4/C or above including Mathematics and English (or equivalent or substantial experience relevant to the post).	Essential	Application Interview Certification
Knowledge, skills, abilities and experience		
3. Extensive knowledge of benefits and awards administered by the Council and central Government.	Essential	Application Interview
4. Ability to forge and maintain excellent working relationships with internal and external partners.	Essential	Application Interview
5. Good working knowledge of the Northgate Iworld Revenues & Benefits system and Comino document management system.	Desirable	Application Interview
6. Comprehensive IT Skills of all Microsoft products including Excel.	Essential	Application Interview
7. Self-management skills, to enable workload organisation, prioritisation, and implementation with minimal supervision.	Essential	Application Interview
8. Well-developed communications skills written, oral and presentational.	Essential	Application Interview
9. Working to and within documented policies, procedures and legislation.	Essential	Application Interview
Special Requirements		
10. This post will be conditional upon the receipt of a satisfactory Disclosure and Barring Service (DBS).		
11. Willingness to work the occasional weekends during Annual Uprating and the audit of the Housing Benefit Subsidy Claim.		

Date: September 2024