

Folkestone & Hythe District Council Job Description

JOB DETAILS	
Job Title	Compliance and Development Officer
Service Area / Team	Finance / Council Tax, Benefits and Welfare
Reports to	Council Tax, Benefits and Welfare Team Leader
Grade & Annual Salary	Grade E
Politically Restricted Post	No
DBS Requirement	Basic

JOB PURPOSE
<ul style="list-style-type: none"> To ensure that customers receive prompt and accurate advice and guidance on issues regarding billing, collection and payment through quality checking of work completed by officers in the Council Tax, Benefits, Welfare and Corporate Debt teams. This includes Benefits, Council Tax, Customer Services, Visiting Officers, Welfare, Council Tax Recovery, Sundry Debtors and Business Rates. To continually improve the standards of service, the quality of work and output of these Departments. To maximise The Council's subsidy claim each year. To make decisions on, award and manage the Council's Discretionary Housing Payment (DHP) fund and Financial Support Payments (FSP).

MAIN DUTIES AND RESPONSIBILITIES	Frequency (daily/weekly/ monthly/annually etc)
<ul style="list-style-type: none"> To undertake quality checking in accordance with current legislation, audit guidelines and local operational procedures, in order to ensure the highest levels of customer service and revenues and benefits processing accuracy are achieved and maintained. 	Daily
<ul style="list-style-type: none"> Continually reviewing and seeking to improve operating processes and standards of service to our customers. 	Daily
<ul style="list-style-type: none"> To monitor enforcement action via quality monitoring ensuring legislation is adhered to and collection rates are maximised. 	Daily
<ul style="list-style-type: none"> To assist the Council Tax, Benefits and Welfare Manager to effectively monitor the quality of intra-year benefit claim processing, to maximise the authority's subsidy claim. 	Daily

<ul style="list-style-type: none"> • To work with the Council Tax, Benefits and Welfare Manager to assist with the authority's benefit subsidy claim ensuring appropriate action is taken where required. 	Daily
<ul style="list-style-type: none"> • To oversee the DHP and FSP schemes, processing applications to ensure that these are administered fairly and consistently, managing the allocated annual DHP Budget and ensuring that policies and operating procedures are adhered to. 	Daily
<ul style="list-style-type: none"> • To undertake data gathering duties, develop, maintain and provide the Council Tax, Benefits and Welfare & Corporate Debt Managers with reporting on processing quality and performance. 	Monthly
<ul style="list-style-type: none"> • Liaise with Managers and Team Leaders to ensure that the training needs of Officers are appropriately addressed and to ensure legislation is correctly interpreted through providing feedback, support and mentoring the staff. 	Daily
<ul style="list-style-type: none"> • Authorise the release of all Housing Benefit payments being made either through BACS or cheques. 	Daily
<ul style="list-style-type: none"> • To identify and refer irregularities of information to the designated Investigations Officer or to the relevant Manager for further investigation. 	Daily
<ul style="list-style-type: none"> • To investigate analyse and correct any irregularities, through benefits and revenues reports. 	Weekly/ Monthly/Daily
<ul style="list-style-type: none"> • Applying sanctions to benefit claims where Fraud has occurred. 	As required
<ul style="list-style-type: none"> • Auditing the staff's use of the Department for Work and Pensions (DWP) Searchlight system through verifying staff management checks and reporting findings back to DWP. 	As required
<ul style="list-style-type: none"> • Allowing extra awards of Benefit through manual adjustments to claims. 	Daily
<ul style="list-style-type: none"> • To monitor the Council's Housing Benefit subsidy claim ensuring that it is balanced and correct and that subsidy is maximised by checking and correcting reports and subsidy cells on the Northgate system. 	Daily
<ul style="list-style-type: none"> • To assist Internal Audit with any audits they are carrying out. 	Annually
<ul style="list-style-type: none"> • To assist External audit with enquiries regarding the claim and completing complex audit workbooks. 	Annually

CORPORATE RESPONSIBILITIES

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| <ul style="list-style-type: none"> • Adhere to the council's safeguarding policies and procedures and undertake relevant training in order to help protect children and vulnerable adults within the district. |
| <ul style="list-style-type: none"> • To comply with legislation, council policies and procedures including the Data Protection Act, Freedom of Information Act, Information Security Policy, the Code of Conduct for Officers and to participate in any Emergency Planning activities as |

required.
<ul style="list-style-type: none"> • To actively demonstrate the values and behaviours of the council.
<ul style="list-style-type: none"> • To ensure our customers are valued by taking into account their views and needs in all that we do.
<ul style="list-style-type: none"> • To contribute to the development and achievement of relevant corporate and service objectives by suggesting ideas for service improvements.
<ul style="list-style-type: none"> • To communicate openly and honestly with colleagues, members and customers.
<ul style="list-style-type: none"> • To undergo any training necessary to be able to fulfil the requirements of the job.
<ul style="list-style-type: none"> • To carry out other duties commensurate with the grade, skills, experience and qualifications of the post holder as directed and as may be required from time to time.

The key decision making areas in the role
<ul style="list-style-type: none"> • Decision on whether to award DHP including amounts and periods of award • Financial Support Payments – How much, if any, to write off from their Council Tax account and for how long • Recommendations on training • Recommendations on the day to day operations of the section including working procedures and correspondence sent to Customers • Allowing extra awards of benefit manually to claims to cover Overlapping Benefit or to correct benefit claims • Deciding on how complex legislation should be interpreted and administered • Deciding on whether to allow appeals from Customers regarding DHPs and FSPs

The wider context of the role
<ul style="list-style-type: none"> • Revenues and Benefits systems 5% checking plus manual checking of 100% of new starters' work
<ul style="list-style-type: none"> • Call monitoring for Council Tax, Benefits and Welfare & Corporate debt of 1,000 each year.
<ul style="list-style-type: none"> • Housing Benefit 4,000 claims
<ul style="list-style-type: none"> • Council Tax reduction 9,500 claims
<ul style="list-style-type: none"> • Responsible for ensuring the Council is adhering to legislation to ensure subsidy claim is correct and maximised
<ul style="list-style-type: none"> • 700 FSP claims • 440 DHP claims
<ul style="list-style-type: none"> • Monitoring calls and correspondence to ensure customers are receiving excellent customer service and correct information and advice.

Folkestone & Hythe District Council Person Specification

Post Title: Compliance and Development Specialist

Important Information for Applicants:

The criteria listed in this person specification are the requirements for the post. Where the method of assessment is stated to be the application form, your application needs to demonstrate clearly and concisely how you meet each of the criteria, even if other methods of assessment are also shown.

If you do not address these criteria fully, you may not be shortlisted. Please give specific examples wherever possible.

Factors	Criteria	Means of Assessment		
		Application	Interview	Test
Qualifications	Essential <ul style="list-style-type: none"> 5 GCSEs at grade A-C including Maths & English or equivalent 	✓		
	Desirable <ul style="list-style-type: none"> IRRV Technician or working towards attaining the award 	✓		
Experience and Knowledge	Essential <ul style="list-style-type: none"> Minimum of 2 years recent and relevant experience in either Revenues or Benefits Demonstrable detailed knowledge of Revenues and or Benefits legislation Competent in the use of Microsoft Office programmes including Microsoft Word and Excel 	✓ ✓ ✓	✓	
	Desirable <ul style="list-style-type: none"> An excellent working knowledge of Northgate systems and Civica Experience or competency in the design and delivery of effective quality control systems. 	✓ ✓	✓ ✓	
Skills and Abilities	Essential <ul style="list-style-type: none"> Excellent analytical skills and the ability to retain information. Ability to research, assimilate and explain complex information, including relevant legislation and its effect on specific cases. Strong interpersonal skills with the ability to liaise and communicate effectively at all levels and convey and receive information accurately and appropriately. 	✓ ✓ ✓	✓ ✓ ✓	

	<ul style="list-style-type: none"> • Ability to organise and prioritise work effectively in order to meet deadlines and maintain high standards at all times. • Demonstrable enthusiasm for and commitment to improvement changes. Ability to see and seize opportunities to develop and improve the service delivery and to motivate staff to secure those improvements. • Ability to challenge unacceptable attitudes, behaviours and poor service appropriately. • Ability to seek out best practice from within the Council and outside, learning from mistakes and responding to feedback. • Ability to interpret Management Information and take proactive action to address potential issues. • Ability to work as part of a team and on own initiative. • Commitment to data protection and maintaining confidentiality where appropriate. • Ability to work flexibly and encompass different disciplines for the benefit of the wider Customer Contact and Finance team. • Committed to personal and professional development. 	✓	✓	
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