

Job Description

Job Title	Assessment Team Leader
Directorate	Finance and Resources
Service Area	Transactional Services
Grade	6
Competency Level	Level 2
Salary	£35,412 to £39,862
Job Type	Hybrid
Location	Cunard Building
Disclosure and barring service (DBS)	Standard
Job Evaluation Ref No	A7307



Job Purpose

To lead and supervise a team covering all aspects of benefit service administration, assessment, awards and administration function. To develop, manage and at all times deliver a quality service to customers. To develop an effective team of officers. To work as part of a team, delivering support and training to staff covering benefit service administration.

Directly Responsible For:

Assessment Officers x 20

Administrative Assistants x 3

Directly Responsible To:

Senior Assessment Officer

Main Areas of Responsibility:

- To manage a team that is responsible for making financial assessments, decisions and awards relating to the administration of the various schemes and support functions administered by the Service, including; Housing Benefit, Council Tax Support, Education Awards, customer contact and property and customer visits, Social Care Charging and personal budgets, and Liverpool Citizens Support Scheme
- To manage the day to day delivery and performance of the team maintaining the highest level of customer service at all times. To develop and be responsible for the performance of the team, at all times placing customers at the heart of the operation
- Where necessary liaise with external agencies (and internal departments) including DWP, HMRC, Landlords, Auditors or Mersey Travel



- To collate and present information in relation to School Travel Pass appeals.
- Provide support with routine testing of system releases and new system functionality
- To provide day to day strategic training and support, delivering enhanced service performance and maintaining the highest level of customer service at all times
- Ensuring that work is carried out in accordance with relevant legislation, Council policy/guidance
- Ensuring the accuracy, thoroughness and timeliness of all work
- To own the individual enquiries, complaints, concerns and requests of customers and/or their representatives. Ensuring entitlement to support under the various schemes administered by the Service is awarded in an appropriate and timely manner
- Where appropriate ensure overpayments are recovered in accordance with agreed overpayment and debt recovery procedures
- Take steps to safeguard expenditure, prevent and detect fraud wherever possible. Work co-operatively with investigators, other staff and other organisations to tackle benefit fraud and other fraud, maintain standards of integrity as laid down in the Code of Conduct and Personal Standards of Behaviour
- To contribute to the process of continually improving customer access to quality, cost effective services and promote a positive image of Liverpool City Council, by working as part of an integrated team
- To effectively use relevant ICT systems and assist in the creation, development and maintenance of records, files and statistical information
- To assist with the development and maintenance of procedures and codes of working practice to form part of a comprehensive quality approach to service delivery
- To provide administrative services and to use, develop and maintain procedures and codes of working practice that maintain and enhance quality

- To participate in all aspects of training, coaching and development to improve personal skills and develop staff to continually improve effectiveness and efficiency of service delivery
- Ensure staff are appropriately trained. Identify staff training and development needs by, amongst other things, carrying out appraisal and development of staff performance. Provide training, development and support that enhance accuracy, thoroughness and timeliness of all work
- Undertake, wherever required other responsibilities and duties where this is commensurate with the grade of the post

Supervision and Management Responsibility:

- Ensuring activities are planned to include meaningful one to one conversations, quality annual appraisals and regular workforce planning and development
- Manages performance and behavioural issues effectively

Budget and Financial Responsibility:

- Being fully accountable for managing the council's resources well and complying with statutory requirements. This includes managing time, avoiding unnecessary waste, reuse and recycle resources to reduce personal impact

Social Value Responsibility:

- Drive for social value through all activities, ensuring wider social, economic and environmental benefits for the council, residents and communities

Physical Demands of the Job:

You will be required to sit stationary and use a computer for sustained period of time

Corporate Responsibility:

- Contribute to the delivery of the Council Plan
- Delivering and promoting excellent customer service, externally and internally
- Commitment to customer excellence by dealing with customer feedback, including complaints, and learning from feedback in the drive for continuous improvement
- Making the council a great place to work, living the council's values, actively engaging in regular communications including team meetings, undertaking training as required and being responsible for managing own performance
- Develop the City Council's commitment to equal opportunities and to promote non-discriminatory practices in all aspects of work undertaken
- To ensure that all work functions are undertaken in accordance with health and safety legislation, codes of practice and the City Council's safety plan

Competency Framework:

We operate a competency framework, a set of core behaviours which define how we are expected to approach our work, how we perform in certain situations and how we treat each other. Each competency details the standards of behaviours and skills required by all staff and this in turn supports delivery of our aim and our council plans linking them together with our values.

The post holder will be required to demonstrate the ability to perform at the following competency level 2 .

[The competency framework can be found here.](#)



This job description is not intended to be either prescriptive or exhaustive. It is issued as a framework to outline the main areas of responsibility. You will be expected to carry out any other duties that may reasonably be required in line with your main duties and changing priorities of the organisation.

Personal Specification

Assessment methods used: I = Interview, P = Presentation, A = Application, E = Exercise, T = Test, AC = Assessment Centre

Qualification and training

Essential

- Educated to at least A level or equivalent qualification/experience (A)
- Maths & English GCSE or equivalent (A)

Desirable

- IRRV qualification
- Management qualification

Experience

Essential

- Demonstrable expertise and experience across the broad remit of the role, having the ability to work at the required level for the management role, supporting and enabling the day to day delivery of the Benefits Service (A/I)
- Experience of management, leading and ensuring professional practice and high standards of customer delivery, technical support and practical operational management (A/I)
- Experience of effective staff management which is compliant with HR policy and process (A/I)

- Experience of process improvement ensuring all processes are fit for purpose meeting customer need (A/I)
- Effective communication with stakeholders including internal and external customers, senior officers and Members enabling delivery of the role of trusted adviser (A/I)
- Evidence of cultivating and delivering a high performance, collaborative and inclusive culture, which delivers outstanding outcomes (A/I)

Desirable

- Experience of the working in the Public Sector or demonstrable knowledge of Local Authority regulation and governance arrangements
- Experience of using core benefit systems including (Northgate and Civica)
- Financial and commercial acumen with experience of managing budgets and resource management to ensure effectiveness and efficiency

Skills/Abilities

Essential

- Developed and effective verbal and written communication skills including providing compelling and factual reports, communications, and business cases at all levels across the Council, with customers and external organisations (A/I)
- Sound organisational skills to ensure effective management of electronic and other information including diary management to ensure openness, setting an appropriate standard for the team (A/I)

- Able to effectively identify and manage risk and competing/changing priorities in a fast-paced environment and plan/prioritise workload to set/ensure targets and deadlines are met (A/I)
- Ability to lead, manage, develop and support staff in a hybrid working environment in order to drive effective performance (A/I)

Desirable

- Experience of delivering training
- Ability to contribute to the formulation, development and implementation of policy and practice

Commitment

Essential

- Practising and promoting equality of opportunity and non-discriminatory practices (A/I)

Desirable

- An understanding of and a personal commitment to the Vision and Values of Liverpool City Council

Other

Essential

- This post is subject to a Disclosure and Barring Service (DBS)

Desirable

- Availability to work from any location in Liverpool.
- Willingness to undertake training as and when required.

