

Job Description

Job Title	Quality Officer
Directorate	Finance & Resources
Service Area	Transactional Services
Grade	5
Competency Level	2
Salary	£31,022 - £35,412
Job Type	Hybrid
Location	Cunard Building
Disclosure and barring service (DBS)	Basic/BPSS
Job Evaluation Ref No	A9720

Job Purpose

These posts are responsible for ensuring the quality and accuracy of the administration of Council Tax, Housing Benefits and Local Council Tax Support. The Quality team are responsible for ensuring that proportionate quality checking is undertaken making recommendations to Quality Team Leader for improvements on issues found.



Directly Responsible For:

No applicable

Directly Responsible To:

Quality Team Leader

Main Areas of Responsibility:

- To carry out quality checking & monitoring duties related to benefit administration, education awards, customer contact, property and customer visits, LCSS, council tax and financial assessments in respect of social care charging
- To provide mentoring and coaching of staff where appropriate to support development of knowledge, skills and understanding
- To support team leaders in the supervision and management of staff
- To work on all types of case and account including complex areas involving the application of law and policy
- Take steps to ensure benefit expenditure is safeguarded and fraud is prevented and detected wherever possible. Work co-operatively with the Subsidy Officer, Quality Team Leader, investigators, other staff and other organisations to identify and correct error, tackle benefit fraud and other fraud, maintain standards of integrity as laid down in the Code of Conduct and Personal Standards of Behaviour
- To respond to requests for information from Police, DWP, other government agencies, council services, other local authorities and other organisations
- Maintain oversight of the customer portal used by landlords to view benefit payment schedules and payment history

- To contribute to the process of continually improving customer access to quality, cost effective services and promote a positive image of the Council, working as part of an integrated team
- To assist with delivering the Council's commitment to Best Value and customer service
- 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 undertake other duties and responsibilities commensurate with the grade of the post and work within the council's commitment to equal opportunities and customer service
- To provide administrative services and to use, develop and maintain procedures and codes of working practice that maintain and enhance quality
- To undertake any other duties and responsibilities within the grade of the post

Supervision and Management Responsibility:

- Not applicable

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:

- Not applicable

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.

Person Specification

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

Qualification and training

Essential

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

Desirable

- IRRV Qualification (A)
- Knowledge of Welfare Benefits and/or Liverpool Citizens Support Scheme and/or Social Care Charging Guidance (A/I)

Experience

Essential

- Detailed knowledge of Housing/Council Tax Benefit legislation (A/I)
- Significant experience of accurately processing general and complex Housing and Council Tax Support claims (A/I)
- Experience of working with external and internal organisations to achieve effective service delivery (A/I)
- Knowledge and understanding of city council services (A/I)

Skills/Abilities

Essential

- Ability to communicate orally and in writing with a wide range of people (A/I)
- Ability to implement and manage change (A/I)
- Ability to motivate and manage staff to achieve results whilst promoting and sustaining good working relationships (A/I)
- Ability to produce and present clear procedural guidelines and reviews of every aspect of the service as required (A/I)
- Ability to deliver training and support to teams across the service (A/I)
- Ability to maintain and develop monitoring systems (A/I)

Commitment

Essential

- Practising and promoting equality of opportunity and non-discriminatory practice (A/I)
- Providing a quality service to meet customer needs (A/I)

Desirable

- An understanding of and a personal commitment to the Vision and Values of Liverpool City Council (A/I)

Other

Essential

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



- Availability to work flexibly on any day between Monday to Sunday including late night working (A/I)
- Willingness to work from any location in Liverpool (A/I)
- Willingness to undertake training as and when required (A/I)