

## Job Description

<b>Job Title</b>	Senior Assessment Officer
<b>Directorate</b>	Finance & Resources
<b>Service Area</b>	Transactional Services
<b>Grade</b>	7
<b>Competency Level</b>	3
<b>Salary</b>	£40,777 - £46,412
<b>Job Type</b>	Hybrid
<b>Location</b>	Cunard Building
<b>Disclosure and barring service (DBS)</b>	Basic DBS
<b>Job Evaluation Ref No</b>	A9699

## Job Purpose

The Senior Assessment Officer plays a pivotal leadership role within the Transactional Services division, overseeing the effective administration of Housing Benefit, Council Tax Reduction, Education Awards, and other related schemes. The postholder leads a team of officers and team leaders, ensuring high-quality service delivery aligned with legislation, policy, and performance objectives. This role demands technical expertise in benefits administration, strategic planning, and operational management, with a strong focus on continuous improvement, customer service excellence, and maximising income to the Council.



The postholder will contribute to corporate priorities, including social value, equality, and digital transformation, while supporting senior managers with data analysis, reporting, and policy implementation. They will also play a key role in fraud prevention, system testing, and stakeholder engagement, ensuring services are responsive, compliant, and future-ready.

### **Directly Responsible For:**

The role is directly responsible for the following posts

Assessment Team Leader x 3

The role is indirectly responsible for the following posts

Assessment Officer x 20

Admin Assistant x 3

### **Directly Responsible To:**

Benefits Operational Manager

## **Main Areas of Responsibility:**

### **Leadership & Service Delivery**

- Provide clear, inspiring leadership to teams processing Housing Benefit and Council Tax Reduction claims
- Ensure accurate and timely processing of claims, renewals, changes of circumstances, and overpayments
- Lead on the implementation of legislative and policy changes with minimal disruption to service

### **Operational Management**

- Monitor and manage performance, quality standards, and customer satisfaction
- Support reconciliation of funding and production of financial/statistical reports.
- Facilitate User Acceptance Testing and contribute to system improvements

### **Customer & Stakeholder Engagement**

- Manage complex enquiries, complaints, and appeals from customers and their representatives
- Promote a positive image of Liverpool City Council through excellent service delivery
- Work collaboratively with internal and external partners to enhance service outcomes

### **Governance & Compliance**

- Ensure compliance with relevant legislation, policies, and procedures including Data Protection and fraud prevention
- Maintain and develop procedures and codes of practice to support quality assurance
- Uphold the Council's values and contribute to the delivery of the Council Plan.

### **People & Resource Management**

- Conduct meaningful one-to-one conversations, appraisals, and workforce planning
- Manage performance and behavioural issues effectively
- Promote work/life balance and wellbeing across the team

### **Social Value & Sustainability**

- Embed social value principles in all activities, ensuring wider benefits for residents and communities
- Champion equality, diversity, and inclusion in service delivery and team culture

### **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:**

- There are no physical demands aligned with this role

## 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 **3**

[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)
- IRRV Qualification or equivalent experience in the same field (A)

### Desirable

- Management Qualification

## Experience

### Essential

- Experience in a Revenues & Benefits function within a large council.(A/I)
- In-depth knowledge of Benefit legislation and specific areas (e.g. Hostels, Overpayments, DHP) (A/I)
- Understanding of subsidy impact and welfare benefit systems (A/I)
- Proven experience in staff management, training, and performance monitoring (A/I)
- Experience in policy development, reporting, and stakeholder engagement (A/I)

## Desirable

- Experience of reporting to committees or boards

## Skills/Abilities

### Essential

- Strong decision-making skills in benefit administration (A/I)
- Excellent communication and leadership skills (A/I)
- Ability to manage change and motivate teams (A/I)
- Competence in producing procedural guidelines and management reports (A/I)

## Commitment

### Essential

- Commitment to equality, non-discrimination, and customer service excellence (A/I)

### Desirable

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

## Other

### Essential

- DBS clearance required