

## Job Description

<b>Job Title</b>	LCSS Team Leader
<b>Directorate</b>	Finance and Resources
<b>Service Area</b>	Transactional Services
<b>Grade</b>	6
<b>Competency Level</b>	Level 2
<b>Salary</b>	£35,412 - £39,862
<b>Job Type</b>	Hybrid
<b>Location</b>	Cunard Building
<b>Disclosure and barring service (DBS)</b>	Basic DBS & BPSS
<b>Job Evaluation Ref No</b>	A9714

## Job Purpose

To lead and supervise a team covering all aspects of Liverpool City Council's Liverpool Citizen's Support Scheme 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:**

LCSS Officer x 15

## **Directly Responsible To:**

Senior LCSS 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

- 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

## **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:**

- The job would include using a computer and sitting at a desk for prolonged periods 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.

# Person 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 and English GCSE or equivalent (A)

### Desirable

- IRRV qualification
- Management qualification

## Experience

### Essential

- Experience of administering Welfare Benefits and/or Liverpool Citizens Support Scheme and/or Social Care Charging Guidance (A,I)
- Experience of managing a large team in a busy office environment (A,I)
- Experience of performance management (A,I)
- Experience of working with external and internal organisations to achieve effective service delivery (A,I)
- Experience of operating software applications within Microsoft Office (A,I)

## Desirable

- Experience of using core benefit systems including (Northgate and Civica)

## Skills/Abilities

### Essential

- Ability to make, financial assessments, and decisions relating to the administration of the various schemes administered by the Service (A)
- Ability to communicate orally and in writing with a wide range of people (A)
- 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)
- Ability to produce and present clear procedural guidelines and reviews of every aspect of the service (A,I)
- Ability to provide leadership (A,I)
- Ability to manage and supervise staff, including performance, training and negotiating skills (A,I)
- Ability to maintain and develop monitoring systems and internal controls (A,I)

### Desirable

- Ability to deliver training and support to teams across the service
- 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)
- 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

## Other

### Essential

- This post is subject to a Disclosure and Barring Service (DBS) check at the appropriate level

### Desirable

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

