

BCP COUNCIL JOB DESCRIPTION

SERVICE UNIT: *Financial Services Revenues & Benefits*
JOB TITLE: **Level 6 – Technical specialist**
REF No:
GRADE: **BCP Grade G**
RESPONSIBLE TO: **Manager / Senior Officer**

BCP Level 6 Officers will provide technical and troubleshooting support to designated teams within the division of Benefits, Revenues or Operations.

MAIN PURPOSE

- Dealing with complex issues for all teams and giving advice and guidance to staff, taking ownership of problems
- Carrying out quality and integrity checking
- Supporting the design and Implement cost effective and efficient working processes.
- Ensuring all documentation is prioritised accordingly on customer need and to meet Performance Standards

MAIN OBJECTIVES

1. To support all areas of service delivery within a specified team in accordance with Performance Management and Business Plan objectives
2. To process complex cases/applications including Discretionary Housing Payments/reconsiderations/discounts/prepare Appeal files and submit to tribunal services/persistent nonpayers/financial assessments
3. To be the first point of contact for resolution of first line problems and issues liaising with the team manager/senior officer where necessary to escalate issues and concerns which may have an impact upon service standards.
4. To use specialist knowledge to support other service areas
5. To carry out face to face interviews with customers
6. To risk score, investigate and prepare “prosecution files” for identified high risk accounts
7. Make recommendations to senior officer / manager to review and amend teamwork plans in the light of changing priorities and customer/stakeholder feedback
8. To support and train staff
9. To manage either the incoming mail and allocate to staff through the electronic workflow system or financial reconciliation & control
10. To represent BCP at court/tribunals/internal or external meetings
11. To communicate effectively for the service to all agencies & service providers
12. Assist with the development and testing of software systems and running reports from these systems
13. To undertake such other duties as may be required from time to time commensurate with the level of the post.
14. To comply with all decisions, policies and standing orders of the Council and any relevant statutory requirements, including Equal Opportunities legislation, the Health and Safety at Work Act and Data Protection Act.

ATTRIBUTES & CRITERIA	Essential / desirable	METHOD OF ASSESSMENT
EXPERIENCE <ul style="list-style-type: none"> Working in a front-line revenues and benefit service Evidence of ability to deal with complex customer issues Evidence of prioritising work demands efficiently Producing prosecution standard case files 	Essential Essential Essential Essential	Application form Interview References
QUALIFICATIONS / TRAINING <ul style="list-style-type: none"> PINS qualified or equivalent Educated to IRRV Technician level or equivalent Educated to NVQ3 or equivalent 	Desirable Essential Essential	Application form Certificates
APTITUDES AND ABILITIES <ul style="list-style-type: none"> Good Communication skills Ability to prioritise workloads Flexible approach to change and working practices Uses data to inform their decision-making process Ability to work on their own initiative and as part of a team 	Essential Essential Essential Essential Essential	Application form Interview References
KNOWLEDGE All <ul style="list-style-type: none"> Knowledge of Academy/Civica and Document management systems Knowledge of Microsoft Office, Word, Outlook and Excel Either: <ul style="list-style-type: none"> Technical knowledge of Housing Benefit & Council Tax Support legislation/Social Services financial assessments Skills in all areas of benefit processing Skills in Compliance / Fraud and Investigation Or <ul style="list-style-type: none"> Technical knowledge of Council Tax and Non-Domestic rates Technical knowledge of recovery processes Or <ul style="list-style-type: none"> System or process enhancement & development Broad knowledge across the services of BCP 	Essential Essential Essential Essential Essential Essential Essential	Application form Interview References
ATTITUDE / MOTIVATION <ul style="list-style-type: none"> Work constructively with colleagues and other services to deliver objectives Customer aware Ability to support and train staff Consistent, fair, and empowering Enthusiastic & committed 	Essential Essential Essential Essential Essential	Application Form Interview References

OTHER FACTORS <ul style="list-style-type: none">• Ability to travel around the BCP area (and to other areas of the UK) in an agreed timely manner	Essential	Application Form Interview
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