

## Job Description

Service:	Revenues and Benefits
Job title:	Monitoring and Improvements Officer
Grade:	Grade G
Hours of work:	37
Responsible to:	Systems and Development Manager
Responsible for	
Direct reports:	0
Indirect reports:	0
Budget:	0

### Purpose of Post:

This post is to assist in monitoring and improving the performance of the Revenues and Benefits Service through the production of various government, statistical, housekeeping and exception reports in order achieve optimum results and audit compliance. The post also plays a key part in implementing new solutions (and reviewing existing ones), to improve the overall efficiency of the service.


### Key Deliverables:

1. Ensuring the specified schedule of general housekeeping, accuracy and performance activities (such as HB subsidy, payment runs) are run and actioned within the agreed timetable.
2. Perform analytical appraisal of the output from the specified schedule of reports to identify errors, training issues or procedural problems, and liaising with others to seek, suggest and help implement resolutions.
3. Ensuring performance spreadsheets are updated with the latest data in accordance with the specified timetable and that data sent to the Government is as accurate as possible.
4. Maintenance of data sets to support teams in ensuring Housing Benefit is correctly awarded and Local Taxation is delivered effectively.
5. Provide key support and assistance with the various ad hoc projects within the Support and Development Team.
6. Assist in testing various software releases/procedural changes (logging issues with software suppliers as required), and contribute to the automation or improvements of any business processes within the service.
7. Such other duties as may occur, or as directed by Managers. The postholder will need to be flexible and adaptable in order to respond to tasks that may be required from time to time and the changes and developments within HDC.

<p><b>Knowledge and Qualifications</b></p> <p>(E) Essential</p> <p>(D) Desirable</p>	<p>Comprehensive knowledge of relevant IT systems including running reports. Will be able to automate systems and develop new ways of working. (E)</p> <p>In-depth knowledge of the Housing Benefit Regulations and associated legislation. (E)</p> <p>Knowledge of Huntingdonshire District Council's Council Tax Support Scheme rules. (E)</p> <p>Knowledge of Data Protection legislation. (E)</p> <p>Knowledge of Council Tax legislation. (E)</p> <p>Two A levels, 5 GCSEs or equivalent passes including English and Maths. (E)</p> <p>IRRV Benefit Technician, AAT or other relevant qualification. (D)</p> <p>Knowledge of NEC Revenues and Benefits and Enterprise. (E)</p> <p>Familiarisation of Business Objects reporting tool/SQL Reports. (D)</p>
<p><b>Experience</b></p> <p>(E) Essential</p> <p>(D) Desirable</p>	<p>Must be able to demonstrate comprehensive experience of:</p> <p>Housing and Council Tax Benefit assessment or Local Taxation services. (E)</p> <p>Microsoft Excel in terms of recording, manipulating and presenting data. (E)</p> <p>Experience of working in an office environment. (E)</p>

<p><b>Skills and Abilities</b></p> <p>(E) Essential</p> <p>(D) Desirable</p>	<p>Standard keyboard skills and ability to communicate and analyse data through IT using packages such as Word, Outlook and Excel. (E)</p> <p>Good written and verbal communication skills. (E)</p> <p>Ability to organise and prioritise own workload. (E)</p> <p>To work effectively with minimum supervision and as part of a team. (E)</p> <p>Ability to work to a high degree of accuracy. (E)</p> <p>Ability to process large volumes of system report data whilst retaining focus and output levels on the job in hand. (E)</p> <p>Ability to interpret and make decisions by applying legislation appropriately and consistently. (E)</p> <p>Ability to work under pressure and within a prescribed timeframe. (E)</p> <p>To demonstrate an aptitude for problem solving. (E)</p> <p>Ability to present a case persuasively upwards, downwards and externally. (D)</p> <p>To develop and maintain productive relationships with internal and external customers. (E)</p>
<p><b>Decision Making and Impact on Others</b></p>	<p>Can make and communicate clear decisions. (E)</p> <p>Make effective decisions under time pressure. (E)</p> <p>To balance risks and benefits of various options and decisions. (E)</p>

	<p>Incorporate a range of views when making their decisions. (E)</p> <p>Considers all relevant data when making decisions. (E)</p> <p>Supports and motivates others. (D)</p> <p>Challenges the status quo: suggests new approaches to old problems. (E)</p> <p>Promotes and demonstrates continual improvement. (E)</p> <p>Generates new ideas and creative solutions. (E)</p> <p>Shares innovative practice with others. (E)</p>
<b>Communication with Internal and External Customers</b>	<p>Internal customer contact 80%</p> <p>External customer contact 20%</p> <p><b>Internal:</b></p> <p>Benefits, Local Taxation, Customer Services, Housing, Audit, 3C ICT.</p> <p><b>External:</b></p> <p>DWP, general public, audit, agencies, rent officer, other councils, vendors, landlords</p>
<p><b>Personal Attributes and Other Requirements</b></p> <p>(E) Essential</p> <p>(D) Desirable</p>	<p>Is prepared to adapt their approach to overcome obstacles. (E)</p> <p>Responds constructively to a change in agenda or priorities. (E)</p> <p>Revisits their decisions when presented with new information. (E)</p> <p>Is prepared to adjust their interpersonal style to respond to the needs or preferences of others and the situation. (E)</p> <p>Re-prioritises appropriately when faced with a change in requirements. (E)</p>

<p><b>HDC values</b></p> 	<p>The values outlined below reflect our collective positive attitude and how all staff are expected to work together as one team.</p> <p><b>Inspiring:</b> We have genuine pride and passion for public service; doing the best we can for customers.</p> <p><b>Collaborative:</b> We achieve much more by working together, and this allows us to provide the best service for customers.</p> <p><b>Accountable:</b> We take personal responsibility for our work and our decisions, and we deliver on our commitments to customers.</p> <p><b>Respectful:</b> We respect people's differences and are considerate to their needs.</p> <p><b>Enterprising:</b> We use drive and energy to challenge the norm and adapt to changing circumstances. We are always ready for challenges and opportunities, and we embrace them.</p>

### **Safeguarding and promoting the welfare of children and young people/vulnerable adults**

Huntingdonshire District Council is committed to safeguarding and promoting the welfare of children and vulnerable adults and expects all staff and volunteers to share this commitment.