Service and Role Scope Specialist - (Income & Assessment)

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| Resources and Assets – Income and Assessment    Provide customer focussed and efficient support and advice to teams across the Council, to support them in delivering the Council’s ambitions.    Resources and Assets - Income and Payments, & Benefit and Assessment Specialists:     * Provide input to Corporate Strategy, specify the Council’s policies and take accountability for ensuring (professional and) statutorily compliant service delivery in their area of expertise across all parts of the organisation. * Resolve complex cases and deliver relevant Council programmes. * Develop and own the content of processes and scripts to ensure they are accessible, giving correct information and ensuring appropriate levels of service.     Work within Resources and Assets developing, innovating and leading a high performing specialist function to high standards of performance and financial control in the areas of:   * Council Tax and Business Rates billing & collection, * Housing Benefit and Council Tax Reduction and * Welfare Benefits     Work seamlessly with the Council’s Finance service that sits within the Council’s Resources and Assets directorate to deliver the above. Take overall accountability for the delivery of the Council’s Income and Assessments end to end processes and service delivery.    Make decisions, including exercising discretion in individual cases within the context of Income & Assessments legislation and Council Policies.    Work proactively and collaboratively with People services to deliver a coordinated and customer focussed service for those customers with adult social care and/ or children’s services’ needs.  Complete statutory and non-statutory returns where required.    Act as an escalation point for complex cases and provide specialist input into Finance cases to ensure accurate information is given to our residents.  Appear on behalf of the Council at Magistrates Court when seeking summonses & liability orders in respect of unpaid tax liabilities and rent arrears.  Appear on behalf of the Council at Valuation Tribunal on matters affecting tax liability.  Lead on the monitoring of delivery of the Service, through the Specialist functions through regular review meetings with Leads for Income & Payments, and Assessments.    Keep up to date with relevant and appropriate legislation and ensure that all staff through the Specialist functions and Finance are suitably trained to provide a good outcome for the customer, working with the Finance Heads of Service.    Example Specialist Activity includes the areas of:     * Policy Setting – Council Tax and Benefits/Business Rates/Financial Assessment/Direct Payments/Debtors/Cashiers * Setting Council Tax Base * Management of HRA budgets * Long term strategy/planning (In conjunction with strategic colleagues) * Complex processing – high complexity/high cost e.g. NNDR,   Areas of Specialism within Team  Benefits and Assessments   * Financial Assessments and Payments * Benefits, DHP, LWP, UC * Deputyship * Assessments and Payments     Income and Payments   * Council Tax and Business Rates * Debtors * Cashiers     Risk and Impact    Resources   * Non-Staffing Budget c. £000k-TBC * Income target £-TBC   Risk & Impact   * Failure to meet performance targets and statutory and financial obligations * Failure to fulfil the Council’s statutory and social responsibilities |