

 <p>Cherwell DISTRICT COUNCIL NORTH OXFORDSHIRE</p>	JOB DESCRIPTION	
	Post title:	Service Assurance – Technical Specialist Housing Benefits
	Post No:	
	Grade:	Local Grade 18

Directorate:		Department:	
Responsible to:	Head of Revenues & Benefits and/or Service Assurance Manager	Post No:	
Responsible for:	Indirect responsibility for a range of internal and external 3 rd Party resources	Post No:	

Key Objectives:	
1.	The post-holder, under the direction of the Head of Revenues and Benefits and/or the Service Assurance Manager, is responsible for carrying out the work detailed in the client-side work programme.
2.	The post-holder will carry out a range of functions and duties to provide assurance that the suppliers are performing in accordance with overall standards and approaches set out in the service contracts and service level agreements.
3.	Primary objectives include confirming or validating that the service products or outcomes from internal and external suppliers conform to their agreed quality criteria; that they perform in accordance with the council's statements of requirements; that agreed timescales and cost profiles are being met; and that the Business Case Business Benefits and Risks remains viable.
4.	As a member of the Assurance Team, contribute to the development and delivery of service improvements for the benefit of external and internal stakeholders.

Responsibilities:	
1.	Monitoring performance of the Housing Benefits service providers (internal and external) to ensure that all targets and actions included in the annual Service Plan are being achieved and report successes and any potential areas of concern to the Head of Revenues and Benefits and/or the Service Assurance Manager at the earliest opportunity.
2.	Provide technical and administrative support in relation to the administrative and delivery policies of the council's Housing Benefits service
3.	To ensure the benefits service is delivered within the statutory framework and that the service delivery is customer focussed meeting the needs of all stakeholders.
4.	To contribute to and verify the data compiled for:- Completion of government returns relating to Housing Benefit Subsidy before passing to the Financial Information Team for submission of the relevant returns/completion of the reports to the Executive and the Council for budget purposes.
5.	To contribute to and verify the data compiled for the completion of returns relation to performance management for national local and benchmarking indicators.

6.	To monitor variations and trends in the claimant profile base to assist in predicting future demand and identifying vulnerable groups for targeted fast track attention.				
7.	Ensure effective liaison between the service providers and the council in regard to cases for tribunal and court action and provide the necessary background information to support such action, attending court/tribunals to give evidence where required.				
8.	To ensure regular liaison and a satisfactory working relationship is maintained with the relevant stakeholders, DWP, IRRV, Pensions Service and RSL's.				
9.	To monitor overpayments and agree write offs for any relevant debt.				
10.	Contribute to the production of the annual work programme and deliver elements allocated on a timely and accurate basis.				
11.	To keep up to date with all legislation and report to the Head of Revenues and Benefits and/or the Service Assurance Manager on implications and make recommendations in respect of the work to be done and decisions to be made.				
12.	Undertake detailed data analyses as requested and report results in an accurate and timely manner				
13.	Provide information for the Service Assurance Team, Operational service Board, service review meetings, elected Members, senior officials or the wider council, as required.				
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