

PERSON SPECIFICATION

Post Title	Service Assurance – Technical Specialist Housing Benefits	Post No	
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JOB REQUIREMENTS

	ESSENTIAL	DESIRABLE
Qualifications	<p>IRRV Technician qualification or NVQ Level 3 in Benefits Administration.</p>	<p>IRRV full qualification and full membership of the IRRV.</p> <p>Degree level general education.</p>
Experience	<p>Extensive experience within a local authority benefits service environment.</p> <p>Experience of statistical collation and analyses.</p> <p>Experience of preparing complex reports.</p> <p>Budget Management.</p> <p>Managing risks effectively during change.</p>	<p>Experience of setting and monitoring data quality standards.</p> <p>Forecasting and trend analyses techniques.</p>
Knowledge	<p>Local Government Performance Framework.</p> <p>Knowledge of the CAA and Benefits inspection process.</p> <p>Detailed understanding of the law relating to benefits administration.</p> <p>Understanding of the law relating to the identification and recovery of benefit overpayments.</p> <p>Business Planning</p> <p>Sound understanding of performance monitoring in a 3rd party supplier environment.</p>	<p>Knowledge of other related legislation and how local taxation interacts with housing and council tax benefits</p> <p>Experience of contract management</p>
Skills	<p>The ability to set, communicate and monitor performance standards.</p> <p>Well developed skills in data analyses.</p> <p>Ability to influence and resolve operational conflicts. The ability to manage, lead and motivate staff.</p>	<p>The ability to contribute to corporate strategy, objectives and plans.</p> <p>Able to see and understand the 'bigger picture' and put this understanding to effective use in the workplace.</p>

	Ability to identify training needs of staff and provide training where required.	
Aptitudes	Willing to learn new skills, accept responsibility, motivational, forward looking, reasoned thinker and confident. Willing to accept direction and constructive criticism.	
Circumstances	None to conflict with the responsibilities of this post.	