

	JOB DESCRIPTION	
	<b>Post title:</b>	Service Assurance Officer
	<b>Post No:</b>	
	<b>Grade:</b>	Local Grade 12

<b>Directorate:</b>		<b>Department:</b>	
<b>Responsible to:</b>	Head of Revenues & Benefits and/or Service Assurance Manager	<b>Post No:</b>	
<b>Responsible for:</b>		<b>Post No:</b>	

**Key Objectives:**

1.	The post holder, under the direction of the Service Assurance Technical Specialist, is responsible for carrying out the work detailed in the client-side work programme.
2.	To support the Service Assurance Technical Specialist in the provision and analysis of management information to facilitate the management of the contract performance and the testing of KPIs.
3.	To support the Service Assurance Technical Specialist to monitor the performance of our external contractor on the net cost of subsidy and recovery of overpayments.
4.	To provide technical and administrative support to the Service Assurance Technical Specialist.
5.	To work as a team, and contributing positively to the development of quality assurance and contract compliance.

**Responsibilities:**

1.	Investigate housing benefit and council tax computer systems to ensure by way of sampling that data input by contractor staff is accurate and properly processed in accordance with legislation and Council policies
2.	To undertake the assurance and quality checking of all management information reports supplied by the contractor.
3.	To ensure that the Authority is compliant with CIS and Government Connect code of connection.
4.	Provide technical and administrative support in relation to the administration and delivery of the council's Housing Benefit service policies.
5.	To keep up to date with council tax and benefit legislation and to maintain a particular expertise in the Benefits and/or Council Tax and NNDR service areas.
6.	To develop and maintain a positive working relationship with all officers in both the partnership and other council departments.
7.	To take part in liaison meetings with the contractor and Customer Services to discuss findings and changes to procedures
8.	To undertake the determination of DHP

9.	Maintain a working knowledge of service delivery, output standards and quality requirements of the Revenues and Benefits contract. Maintain an up-to-date knowledge and understanding of relevant legislation and case law including subsidy implications and changes to Data Protection.		
10.	Reporting results of analysis and other activities to the Service Assurance Technical Specialist.		
11.	Manage personal work plan and ensure targets are met to the required standard.		
12.	Undertake any other broadly analogous duties, which may be allocated at any time – or that role requires		
12.	As a member of the Assurance Team, contribute to the development and delivery of service improvements for the benefit of external and internal stakeholders.		
13.	Contribute to the production of the annual work programme and deliver elements allocated on a timely and accurate basis.		
<b>This Job Description was created by</b>	Lauretta Vitalis	<b>on</b>	19 October 2009