

Service Support Officer - Welfare and Exchequer – Grade 8

Job purpose

At Kirklees we want to be innovative and creative in the way we work to deliver our services to our communities. We know we have challenging times ahead, so we are always looking for better and smarter ways to work.

As a generic Welfare & Exchequer Service Support Officer you will be supporting a team within the Welfare and Exchequer Service. You will need to be flexible as you could be required to work in any of the areas of responsibility depending on the needs of the service. You will contribute to improving the efficiency and effectiveness of both the performance and quality of the service, at all times the duties of the post must be carried out in accordance with relevant legislation, case law, procedures, and council policy. The role is generally office based and you will be required to use a PC and a range of IT packages. You will report to one of the service's Team Managers.

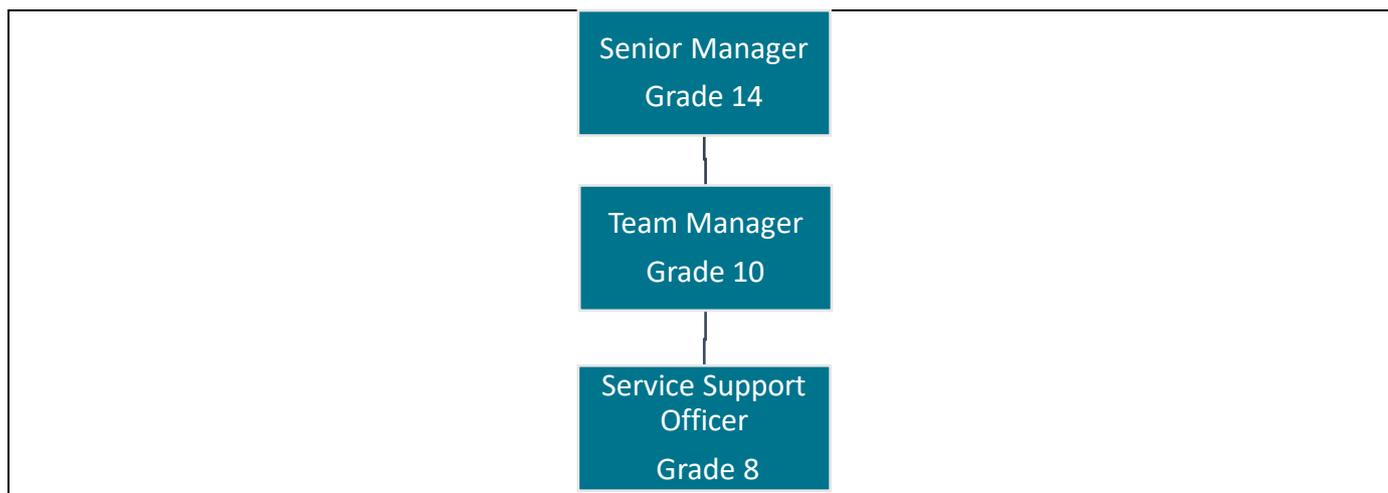
This role is based within [Corporate Strategy, Commissioning & Public Health](#). Find out more about [working for Kirklees](#).

Key areas of responsibility

- Support the day-to-day administration of a team within the Welfare and Exchequer Service.
- The service is responsible for income collection and enforcement, housing benefits and council tax support, concessionary and discretionary services and quality and development some of the teams will be dealing directly with customers on the telephone or face to face from time to time.
- Work on one of the teams and support the team manager in providing advice, guidance, and support on operational matters to officers on the team where you are based. This will include decision making and processing complex cases and dealing with complex customer enquiries
- Flexibility to move within different teams dependent on service needs.
- Communicate with customers, external agencies and organisations and other council services by adopting the most appropriate method: phone, email, face to face or letter.
- Attend various meetings both internally and external to the Council.
- Contribute to deliver of training and updates to staff on legislative or operational changes to the way the teamwork.
- Work in a target and deadline driven environment which can at times be pressurised.
- Achieves performance targets as an individual and contributes to the overall team and service performance.
- Customer enquiries and complaints are dealt with competently, efficiently, and appropriately through the provision of a high-quality customer focused service.
- Effective interpersonal skills to work and communicate with all levels and to forge internal and external relations.
- Demonstrate effective joint working with other colleagues, services, and organisations.
- Make routine decisions in line with legislation, council policy and procedures and ensure appropriate action is taken in a timely manner.

- Ensures quality checking and audit sampling the accuracy and quality of decisions by officers providing feedback to them regarding performance Up to date with legislative change, changes in council policies and procedures that affect the role.
- Ensures a consistent approach is maintained and delivered to allow action plans and work projects to be developed.

Position of job in organisational structure



Employee Specification

Knowledge, qualifications, skills, and experience	Shortlisting criteria
Mentoring in a coaching capacity to develop individuals and team skills, providing feedback and guidance on accuracy of work.	Essential
A positive, professional approach, open to change and able to adapt as the service moves forward.	Essential
The ability to organise own workloads and those of the team in the absence of the team manager.	Essential
To ensure time is utilised effectively and efficiently to meet deadlines and targets.	Essential
Committed to their own personnel development and that of the teams.	Essential
Experience in working in a customer focused front facing environment delivering quality service to the customer.	Essential
Substantial IT knowledge and skills including use of databases, email, internet, and word processing.	Essential
Good understanding of data protection and confidentiality of personal data.	Essential
Good experience of dealing with difficult and complicated problems and resolving them effectively	Essential
Good team working skills	Essential

Knowledge, qualifications, skills, and experience	Shortlisting criteria
Knowledge of council and external organisations in order to be able to signpost customers to relevant services.	Essential
Accepts a standard DBS check is required. Please note that a conviction may not exclude candidates from appointment but will be considered as part of the recruitment process.	Essential

Behaviours and expectations

The right behaviours and attitudes are as important to us as the skills you bring to the job. We expect all our employees to demonstrate the following behaviours:

- Positive
- Honesty
- Respectful
- Flexible
- Communicative
- Supportive

You will also promote and be a role model of the Council's expectations of a New Council Employee within the organisation. This role is at level 2. Find out more about [Council Behaviours and Expectations](#).

General information

See your responsibilities related to [Safeguarding](#).

DBS Check at the appropriate level

This Job Profile is intended to provide an understanding and appreciation of the responsibilities of this particular job. It is not possible to specify every detail and we expect you to work flexibly within your skills, knowledge, experience, and grade of this job.

For Office Use Only:

Job Category	Financial Services	Grading ID	18500
Job ID	80101132	Last Updated	April 2009
Job Focus	No	Career Progression	No

Contractual Variants

DBS Category	Other	DBS Type	Standard
Health Check	No	Politically Restricted	No
24/7 working	No	Public Holidays	No
Night Working	No	Alternating Pattern	No
Standby	No	Other	No
Checked by HR	J Drake		