

The difference in the career progression routes start from Range 4 roles upwards

Job Title	Range ¹	Development Route	Duties	Level A (Developing)	Level B (Practising)	Level C (Accomplished)
Revenue and Benefits Officer	Range 3	5 GCSEs or equivalent or demonstrable relevant experience Entry level experience of working within local taxation, benefit or similar office environment	To contribute to the effective administration of Council Tax Reduction and Housing Benefit in an efficient and effective manner and in accordance with all relevant legislation and regulations on behalf of Medway Council. Assist in the administration in accordance with the relevant legislation and local schemes including the following:- <ul style="list-style-type: none"> the accurate calculation of new claims for Council Tax Reduction and Housing Benefit the accurate calculation of changes of circumstances for Council Tax Reduction and Housing Benefit 	Salary: £24,525	Salary: £26,897	Salary: £29,268
					In addition to level 3A	In addition to levels 3A and 3B
				<p>Qualifications</p> <ul style="list-style-type: none"> 5 GCSEs (including pass at English & Maths grade 4/C and above) or equivalent qualification Working towards completing Money Guiders Foundation and Tier 1, 2, and 3. <p>Knowledge</p> <ul style="list-style-type: none"> Understanding of the work involved within a financial services environment such as revenues or benefits, payroll, account reconciliation or a similar office environment. <p>Experience</p> <ul style="list-style-type: none"> Some experience of working within a local taxation, benefit, customer services or a similar office environment. starting to gain experience in Revenue and Benefits systems 	<p>Qualifications</p> <ul style="list-style-type: none"> Completed Money Guiders Foundation and Tier 1 Continued self-learning <p>Knowledge</p> <ul style="list-style-type: none"> A developed understanding of welfare benefits, Housing Benefit and Council Tax procedures Starting to understand the relevant legislation relating to welfare benefits and financial welfare. <p>Experience</p> <ul style="list-style-type: none"> Demonstrable experience of providing comprehensive financial guidance to customers Experience of independently managing own caseload ensuring that all cases are attended to and accurate, comprehensive records are kept. Experienced in explaining straightforward tasks to customers and colleagues where required. Experienced in investigating and responding to complex queries in relation to the service. 	<p>Qualifications</p> <ul style="list-style-type: none"> Completed Money Guiders Tiers 2 and 3 <p>Knowledge</p> <ul style="list-style-type: none"> A comprehensive understanding of welfare benefits, Housing Benefit and Council Tax procedures. A comprehensive understanding of the relevant legislation relating to welfare benefits and financial welfare. <p>Experience</p> <ul style="list-style-type: none"> A minimum of 3 years' relevant experience Experienced in dealing independently with complex cases, knowing when to escalate to managers. Demonstrable experience of explaining complex tasks to other customers and colleagues

¹ Salaries accurate as of financial year 2023/2024

				<p>Skills</p> <ul style="list-style-type: none"> • Basic customer care skills demonstrating the ability to be flexible and responsive to the needs of residents. • Good keyboard skills and computer literacy. Ability to input data 'on-line' via PC • Developing skills in providing advice concerning the administration of welfare benefits and financial welfare. • Able to develop the skills to accurately identify safeguarding issues and make appropriate referrals 	<ul style="list-style-type: none"> • Starting to show experience of supporting other team members. <p>Skills</p> <ul style="list-style-type: none"> • Demonstrates proficient use of the NEC Revenues and Benefits system, the NEC Document Management system and Payment Services. • Demonstrates the ability to deal with increasing levels of work-related pressure, for example from deadlines, interruptions or conflicting demands. • Demonstrates good customer care skills, demonstrating the ability to use judgement and service regulations to assess financial situations and solve varied problems and/or develop short term plans. • Ability to demonstrate an understanding of how teams work with other services and takes a proactive approach towards helping others. • Competent in providing advice concerning the administration of welfare benefits and financial welfare. • Able to accurately identify safeguarding issues and make appropriate referrals 	<p>Skills</p> <ul style="list-style-type: none"> • Excellent customer care skills, demonstrating experience of adapting services, where possible, to meet customer needs and can take the initiative to work with other agencies/teams where necessary. • Demonstrates the ability to cope well under considerable pressure and difficult situations, able to identify and act on own development needs • Ability to confidently identify, where appropriate, different council services required and be able to match these accordingly to ensure the best outcomes for Medway's residents. • Able to provide advice to customers and colleagues, on complex queries relating to the wellbeing of people
Appeals and Financial Welfare Officer	Range 3	5 GCSEs or equivalent or relevant experience	To administer discretionary applications taking into consideration legislative requirements, the council's policy and the budgetary constraints, carrying out financial assessments, liaising with third parties and other services within the Council.	Salary: £24,525	Salary: £26,897	Salary: £29,268
		Entry level experience of working within local taxation, benefit or similar office environment	Support the administration of appeals against council decisions.		In addition to level 3A	In addition to levels 3A and 3B
				<p>Qualifications</p> <ul style="list-style-type: none"> • 5 GCSEs (including pass at English & Maths grade 4/C and above) or equivalent qualification • Working towards completing Money Guiders Foundation and Tier 1,2, and 3. <p>Knowledge</p> <ul style="list-style-type: none"> • Understanding of the relevant legislation relating to the specific area of work such as the benefits systems and their administration and financial accounting. 	<p>Qualifications</p> <ul style="list-style-type: none"> • Completed Money Guiders Foundation course and Tiers 1 • Continued self-learning <p>Knowledge</p> <ul style="list-style-type: none"> • A developed understanding of the relevant legislation relating to housing benefit, council tax Reduction and discretionary grant applications. 	<p>Qualifications</p> <ul style="list-style-type: none"> • Completed Money Guiders Tiers 2 and 3 <p>Knowledge</p> <ul style="list-style-type: none"> • A comprehensive understanding of the relevant legislation relating to Housing Benefit, Council Tax Reduction and discretionary grant applications.

				<p>Experience</p> <ul style="list-style-type: none"> • Some experience of working within a local taxation, benefit or a similar office environment. • starting to gain experience in Revenue and Benefits systems <p>Skills</p> <ul style="list-style-type: none"> • Basic customer care skills with the ability to be flexible and responsive to the needs of residents. • Good keyboard skills and computer literacy. Ability to input data 'on-line' via PC • Developing skills in providing advice concerning the administration of welfare benefits and financial welfare to customers. • Able to develop the skills to accurately identify safeguarding issues and make appropriate referrals • Learning to handle and process cash/documentation 	<p>Experience</p> <ul style="list-style-type: none"> • Experience of Independently managing caseloads ensuring that all cases are attended to, and accurate, comprehensive records are kept. • Experienced in Independently deciding cases for discretionary grants and able to reconsider Housing Benefit and CTR Claims when needed. • Experienced in explaining straightforward tasks to customers and colleagues where required. • Experienced in providing advice to customers and colleagues in relation to Housing Benefit, Council Tax Reduction and discretionary grants. <p>Skills</p> <ul style="list-style-type: none"> • Demonstrates proficient use of the NEC Revenues and Benefits system, the NEC Document Management system and Payment Services. • Demonstrates good customer care skills, demonstrating the ability to use judgement, and service regulations to assess financial situations and solve varied problems and/or develop short term plans • Demonstrates the ability to deal with increasing levels of work-related pressure, for example from deadlines, interruptions or conflicting demands. • Able to confidently handle and process cash/documentation relating to considerable financial amounts accurately. 	<p>Experience</p> <ul style="list-style-type: none"> • A minimum of 3 years' relevant experience within appeals and discretionary payments within a Local Authority setting • Experiencing in dealing independently with complex cases, knowing when to escalate to managers. • Demonstrable experience of explaining complex tasks to other customers and colleagues <p>Skills</p> <ul style="list-style-type: none"> • Demonstrates excellent communication skills with strong written and oral skills to present a high level of knowledge of legislative information in an understandable way to a range of audiences. • Excellent customer care skills, demonstrating experience of adapting services, where possible, to meet customer needs and can take the initiative to work with other agencies/teams where necessary. • Demonstrates the ability to cope well under considerable pressure and difficult situations, able to identify and act on own development needs. • Able to provide comprehensive advice around all areas of Benefits and Financial Welfare, making referrals where appropriate. • Can independently deal with complex queries.
Senior Appeals and Financial Welfare Officer	Range 4	At least 3 years' experience of assessing discretionary grant applications, Housing Benefit and	To supervise the administration of discretionary applications taking into consideration legislative requirements, the council's policy and the budgetary constraints, carrying out financial	Salary: £29,793	Salary: £32,602	Salary: £35,410
					In addition to level 4A	In addition to levels 4A and 4B

		Council Tax Reduction claims.	<p>assessments, liaising with third parties and other services within the Council.</p> <p>To assist with the administration of appeals against decisions the council makes</p>	<p>Qualifications</p> <ul style="list-style-type: none"> • 5 GCSEs (including pass at English & Maths grade 4/C and above) or equivalent qualification • Completed Money Guiders Foundation course and Tiers 1,2 and 3. <p>Knowledge</p> <ul style="list-style-type: none"> • A good knowledge of the assessment and legislative requirements of discretionary grant applications, Housing Benefit and Council Tax Reduction Claims. • Able to develop knowledge of council related debt • Able to demonstrate and apply a basic level of organisational, procedural and policy knowledge in relation to the work of benefits and financial welfare. • Ability to demonstrate a basic understanding of how the team works with other teams and takes a proactive approach towards providing a holistic approach to case management <p>Experience</p> <ul style="list-style-type: none"> • At least 3 years' experience of assessing discretionary grant applications, Housing Benefit and Council Tax Reduction claims. • Experience of working in a Local Authority Benefits Team • Experience of all types of Housing Benefit and Council Tax Reduction assessment <p>Skills</p> <ul style="list-style-type: none"> • Proficient in the use of Microsoft Office applications 	<p>Qualifications</p> <p>Knowledge</p> <ul style="list-style-type: none"> • Practical and procedural knowledge of debt and be confident in sharing that knowledge with the team. • Able to demonstrate and apply a good level of organisational, procedural and policy knowledge in relation to the work of benefits and financial welfare. • A comprehensive knowledge of the assessment and legislative requirements of discretionary grant applications, Housing Benefit and Council Tax Reduction Claims. • Ability to demonstrate a wide understanding of customer needs and being able to sensitively manage their expectations. • Ability to demonstrate a developed understanding of how the team works with other teams and takes a proactive approach towards providing a holistic approach to case management. <p>Experience</p> <ul style="list-style-type: none"> • Experience in creating training plans and monitoring team performance. • Starting to support on service improvement projects. • Experience of compiling management information to report to management. <p>Skills</p> <ul style="list-style-type: none"> • Ability to interpret complex financial information and 	<p>Qualifications</p> <p>Knowledge</p> <ul style="list-style-type: none"> • Ability to demonstrate competent procedural knowledge across all technical or specialist Benefits and Financial Welfare areas covered by the team. • Ability to independently demonstrate accomplished knowledge of the legislation relating to Benefits and Financial Welfare • Ability to demonstrate a wide understanding of customer needs and being able to demonstrate resolution of complex problems • Ability to consistently apply a developed understanding of a holistic approach to case management. <p>Experience</p> <ul style="list-style-type: none"> • At least 4 years' satisfactory performance/experience of working in a Senior Role within a Revenue and Benefits environment • Experience of leading on delivering initiatives and projects to improve the service and that achieve positive outcomes for Medway residents. • Experience of using management information to assist with the completion of formal returns <p>Skills</p> <ul style="list-style-type: none"> • Demonstrable ability to work within recognised procedures and
--	--	-------------------------------	--	--	---	--

				<ul style="list-style-type: none"> • Demonstrable developed communication skills with the ability to present financial information to support workers, landlords and residents in an understandable way • Ability to undertake direct responsibility for the line management of others. • Demonstrable ability to use analytical skills and to work independently to solve problems. • Able to prioritise workload to deal with work-related pressure, deadlines, interruptions, or conflicting demands. • Deliver basic information, advice, and guidance on established internal procedures in relation to finance. • Can undertake a wide range of activities within the technical or specialist area with minimal managerial support 	<ul style="list-style-type: none"> • recommend solutions in the form of reconsiderations and appeals. • Ability to undertake complex case assessments which may involve difficult calculations and to be able to present these to residents and customers. • Ability to deal with high levels of work-related pressure, deadlines, interruptions, or conflicting demands. • To confidently deliver information, advice, and guidance on established internal procedures in relation to finance. • Can undertake a wide range of activities within the technical or specialist area without support. • Developed line management skills – be able to identify development needs of others and able to coach and work with others to share best practice and new knowledge. • Ability to deal with and resolve complex problems, recognising when to refer problems of an unprecedented nature 	<ul style="list-style-type: none"> • respond independently to problems where there are no recognised procedures and decisions are made without access to a manager. • Ability to use literacy, numeracy, and ICT skills to complete a wide range of highly complex tasks across Housing Benefit and Council Tax reduction • Able to confidently deal with HR related policies and processes in relation to line management. • Able to prepare a Council Tax Reduction and Housing Benefit appeal submission.
Senior Benefits Officer	Range 4	<p>At least 3 years' experience of assessing discretionary grant applications, Housing Benefit and Council Tax Reduction claims.</p> <p>Experience of all types of Housing Benefit and Council Tax Reduction assessment.</p>	<p>To supervise the administration of Housing Benefit and Council Tax Reduction including the following: -</p> <ul style="list-style-type: none"> • the accurate and timely calculation of new claims for Council Tax Reduction and Housing Benefit • the accurate and timely calculation of changes of circumstances for Council Tax Reduction and Housing Benefit 	Salary: £29,793	Salary: £32,602	Salary: £35,410
					In addition to level 4A	In addition to levels 4A and 4B
				<p>Qualifications</p> <ul style="list-style-type: none"> • 5 GCSEs (including pass at English & Maths grade 4/C and above) or equivalent qualification • Completed Money Guiders Foundation course and Tiers 1,2 and 3. <p>Knowledge</p> <ul style="list-style-type: none"> • A good knowledge of the assessment and legislative requirements of discretionary grant applications, Housing Benefit and Council Tax Reduction Claims. • Able to develop knowledge of council related debt • Able to demonstrate and apply a basic level of organisational, procedural and policy knowledge in relation to the work of benefits and financial welfare 	<p>Qualifications</p> <p>Knowledge</p> <ul style="list-style-type: none"> • Practical and procedural knowledge of debt and be confident in sharing that knowledge with the team. • Able to demonstrate and apply a good level of organisational, procedural and policy knowledge in relation to the work of benefits and financial welfare • Ability to demonstrate a wide understanding of customer needs and being able to sensitively manage their expectations. 	<p>Qualifications</p> <p>Knowledge</p> <ul style="list-style-type: none"> • Ability to demonstrate competent procedural knowledge across all technical or specialist Benefits and Financial Welfare areas covered by the team. • Ability to independently demonstrate accomplished knowledge of the legislation relating to Benefits and Financial Welfare • Ability to demonstrate a wide understanding of customer needs

				<ul style="list-style-type: none"> Ability to demonstrate a basic understanding of how the team works with other teams and takes a proactive approach towards providing a holistic approach to case management. <p>Experience</p> <ul style="list-style-type: none"> At least 3 years' experience of assessing Housing Benefit and Council Tax Reduction claims. Experience of working in a Local Authority Benefits Team Experience of all types of Housing Benefit and Council Tax Reduction assessment <p>Skills</p> <ul style="list-style-type: none"> Proficient in the use of Microsoft Office applications Demonstrable developed communication skills with the ability to present financial information to support workers, landlords and residents in an understandable way Ability to undertake direct responsibility for the line management of others. Demonstrable ability to use analytical skills and to work independently to solve problems. Able to prioritise workload to deal with work-related pressure, deadlines, interruptions, or conflicting demands. Deliver basic information, advice, and guidance on established internal procedures in relation to finance. Can undertake a wide range of activities within the technical or specialist area with minimal managerial support. 	<ul style="list-style-type: none"> Ability to demonstrate a developed understanding of how the team works with other teams and takes a proactive approach towards providing a holistic approach to case management. <p>Experience</p> <ul style="list-style-type: none"> Experience in creating training plans and monitoring team performance. Starting to support on service improvement projects <p>Skills</p> <ul style="list-style-type: none"> Ability to interpret complex financial information and recommend solutions. Ability to undertake complex case assessments which may involve difficult calculations and to be able to present these to residents and customers. Ability to deal with high levels of work-related pressure, deadlines, interruptions, or conflicting demands. To confidently deliver information, advice, and guidance on established internal procedures in relation to finance. Can undertake a wide range of activities within the technical or specialist area without support. Developed line management skills – be able to identify development needs of others and able to coach and work with others to share best practice and new knowledge. Ability to deal with and resolve complex problems, recognising when to refer problems of an unprecedented nature. 	<p>and being able to demonstrate resolution of complex problems.</p> <p>Experience</p> <ul style="list-style-type: none"> At least 4 years' experience of working in a Senior Role within a Revenue and Benefits environment Experience of leading on delivering initiatives and projects to improve the service and that achieve positive outcomes for Medway residents. <p>Skills</p> <ul style="list-style-type: none"> Demonstrable ability to work within recognised procedures and respond independently to problems where there are no recognised procedures and decisions are made without access to a manager. Ability to use literacy, numeracy, and ICT skills to complete a wide range of highly complex tasks across Housing Benefit and Council Tax reduction . Ability to consistently apply a developed understanding of a holistic approach to case management. Able to confidently deal with HR related policies and processes in relation to line management.
Benefits and Appeals Technical Officer	Range 5	5 years Experience of working in a Senior role within Local Authority	To ensure that matters relating to the Decision Making and Appeals process in respect of Housing Benefit and Council Tax Reduction are effectively	Salary: £35,935	Salary: £38,775	Salary: £41,614
					In addition to level 5A	In addition to levels 5A and 5B

		Benefits team dealing with Housing Benefit and Council Tax reduction Claims	<p>dealt with in accordance with legislation.</p> <p>To ensure that appeals against discretionary grant decisions are properly considered and dealt with in accordance with policy, guidance and legislation</p>	<p>Qualifications</p> <ul style="list-style-type: none"> • 5 GCSEs (including pass at English & Maths grade 4/C and above) or equivalent qualification • Completed Money Guiders Foundation course and Tiers 1,2 and 3. *External candidates to complete as part of induction/probation <p>Knowledge</p> <ul style="list-style-type: none"> • Good knowledge of Housing Benefit and Council Tax Reduction legislation and administration processes. • Good Knowledge of HB/CTR Benefits Administration <p>Experience</p> <ul style="list-style-type: none"> • 5 years' experience of working in a Local Authority Benefits Team • Experience of dealing with complex claim assessments • Starting to understand the role of the Benefits and Financial Welfare Operations Manager, occasionally deputising on certain tasks inc. representing at meetings, checking case work of other team members 	<p>Qualifications</p> <p>Knowledge</p> <ul style="list-style-type: none"> • Comprehensive knowledge of the reconsideration and appeals legislation and procedures and the ability to create comprehensive submissions to be heard at tribunal. • Legislative and procedural knowledge to confidently represent Medway Council at tribunal hearings without supervision. • Comprehensive Knowledge of HB/CTR Benefits Administration <p>Experience</p> <ul style="list-style-type: none"> • Experience of independently reconsidering, preparing and defending submissions across Housing Benefit and Council Tax reduction. • Starting to understand the role of the Benefits and Financial Welfare Operations Manager, occasionally deputising on certain tasks inc. representing at meetings, checking case work of other team members 	<p>Qualifications</p> <p>Knowledge</p> <ul style="list-style-type: none"> • Ability to demonstrate complex knowledge across all areas which can be used when reconsidering claims, preparing submissions and representing the Council at tribunals. • Good Knowledge of Local Government Finance • Good Knowledge of procurement rules • Good knowledge of performance, inspection, control and subsidy regimes <p>Experience</p> <ul style="list-style-type: none"> • At least 6 years relevant experience in a senior role(R4 or equivalent or above) within a Benefits or Welfare Benefits environment. • Demonstrative experience of compiling and presenting a range of cases at appeal showing positive feedback, • Experience of Deputising for the Benefits and Financial Welfare Operations Manager in their absence., inc. representing at meetings, checking case work of other team members • Experience of dealing with Internal and external auditors • Experience of dealing with performance, control and subsidy regimes
--	--	---	--	---	--	---

				<p>Skills</p> <ul style="list-style-type: none"> • Proficient in the use of Microsoft Word, Excel and Outlook • Full driving valid for use in the UK and access to own transport for work purposes • Demonstrable ability to use analytical skills and to work independently to solve problems. • Ability to undertake complex case assessments which may involve difficult calculations and to be able to present these to residents and customers. 	<p>Skills</p> <ul style="list-style-type: none"> • Ability to interpret complex information and recommend solutions. • Can undertake a wide range of activities within the technical or specialist area without support. • Ability to deal with high levels of work-related pressure, deadlines, interruptions, or conflicting demands 	<p>Skills</p> <ul style="list-style-type: none"> • Demonstrable ability to work within recognised procedures and respond independently to problems where there are no recognised procedures and decisions are made without access to a manager. • Undertakes work outside of casework to support wider awareness of Benefits, requiring a range of imaginative solutions and responses and involves application of fresh and innovative thinking. • Demonstrating the ability to use complaints and claim decisions to enhance and improve the work of the Benefits team.
Benefits and Financial Welfare Operations Manager	Range 6	<p>Institute of Revenues, Rating and Valuation (IRRV) Diploma, relevant degree or significant demonstrable experience.</p> <p>6 Years' experience of working in a senior role within a Revenue and Benefits Team</p>	<p>Manage the teams within the Benefits and Financial Welfare Team including being responsible for the timely and accurate assessment of eligibility and entitlements of the council's services for Housing Benefit, Council Tax Reduction, Discretionary Housing Benefits and any additional grants or discretionary payments that are required to be disbursed by the Benefits and Financial Welfare Service.</p> <p>To oversee the support services offered within the Benefits and Financial Welfare service such as the Housing Related Support, Financial Welfare assistance and any future provision that may be established</p>	Salary: £42,139	Salary: £44,915	Salary: £47,691
					In addition to level 6A	In addition to levels 6A and 6B
				<p>Qualifications</p> <ul style="list-style-type: none"> • 5 GCSEs (including pass at English & Maths grade 4/C and above) or equivalent qualification • Completed Money Guiders Foundation course and Tiers 1,2 and 3. *External candidates to complete as part of induction/probation <p>Knowledge</p> <ul style="list-style-type: none"> • Good understanding of the legislation which places the statutory duty on the Council in respect of the administration of Housing Benefit, Council Tax, Discretionary Housing Payments and Council Tax Reduction. • Good Knowledge of Local Government Finance • Good Knowledge of procurement rules 	<p>Qualifications</p> <p>Knowledge</p> <ul style="list-style-type: none"> • Developed knowledge of the legislation which places the statutory duty on the Council in respect of administering Housing Benefit, Council Tax, Discretionary Housing Payments and Council Tax Reduction. • Developed Knowledge of Local Government Finance • Developed Knowledge of procurement rules • Developed knowledge of performance, inspection, control and subsidy regimes 	<p>Qualifications</p> <p>Knowledge</p> <ul style="list-style-type: none"> • Comprehensive knowledge of all areas of administering and assessing Housing Benefit, Housing Benefit Subsidy, Council Tax, Council tax Reduction, welfare benefits, discretionary benefits and their eligibility. • Comprehensive Knowledge of Local Government Finance • Comprehensive knowledge of procurement rules • Comprehensive knowledge of performance, inspection, control and subsidy regimes

				<ul style="list-style-type: none"> • Good knowledge of performance, inspection, control and subsidy regimes <p>Experience</p> <ul style="list-style-type: none"> • At least 6 years relevant experience in a senior role(R4 or equivalent or above) within a Benefits or Welfare Benefits environment. • Experience of managing a team • Developing experience in dealing with scheme and policy formulation. • Experience in implementing organisational change and development of procedures. • Experience of dealing with internal and external auditors • Experience of dealing with performance, control and subsidy regimes <p>Skills</p> <ul style="list-style-type: none"> • The ability to manage and prioritise a varied and complex individual and team caseload • Ability to manage a team and competencies of each role while ensuring HR policies and procedures are embedded in team culture • The ability to accurately disburse and sign off items of expenditure less than £3,000 accurately and in line with guidance and regulations. • Attending meetings with internal departments to provide advice on Benefits and Financial Welfare 	<p>Experience</p> <ul style="list-style-type: none"> • Experience of implementing advanced legislative knowledge across Benefits and Financial Welfare with an equivalent level of organisational, procedural and policy knowledge. • Experience in assisting with formulating new schemes and policies relevant to Benefits and Financial Welfare including but not exclusively, the annual review of Council Tax Reduction, new discretionary schemes or policies. • Taking a significant role in a special project which brings about organisational change or transformation. • Experience of responding independently to queries in relation to audits • Experience in using national inspection regimes to improve performance <p>Skills</p> <ul style="list-style-type: none"> • The ability to deal with complex cases including complaints including ones where external appeals are made. • Ability to independently manage teams in a structured way, monitor progress and report on actions and outcomes • Ability to take responsibility for the payment of Housing Benefit payment runs and accurately disburse sums of up to £10,000. • Experience in providing detailed information, advice and guidance on internal procedures related Benefits and Financial Welfare to stakeholders. • Starting to handle member queries and knowing when to hand over to a senior manager 	<p>Experience</p> <ul style="list-style-type: none"> • Leading on a special project which brings about organisational/service transformation. • Experience in creating schemes and policies relevant to Benefits and Financial Welfare including planning and implementing schemes for example the annual review of the Council Tax Reduction Scheme or a new discretionary grant scheme or policy. • Experience in managing an audit of an area within BFW independently. • Experience in completing statutory performance returns to stakeholders <p>Skills</p> <ul style="list-style-type: none"> • Ability to undertake independent responsibility for the development of productive teams covering more than one area of activity, or in more than one workplace in relation to Financial Welfare. Setting clear objectives, directing and co-ordinating, and the training and development of staff. • Demonstrable ability to take on considerable direct responsibility for the financial resources within Benefits and Financial Welfare where the work involves setting and monitoring of budgets and ensuring effective spend of budgeted sums and accounting for large sums of money in the form of cash, cheques, direct debits ensuring that the spend is accurate and in line with regulation or guidance. • Experience in dealing with member questions and responding in an apolitical manner.
--	--	--	--	---	---	---

						<ul style="list-style-type: none">• Experience in preparing and presenting written reports to Corporate Management Team, and responses to formal questions from other council meetings and/or elected members
--	--	--	--	--	--	---