Job Description

POST IDENTIFICATION

Post Title	Team Leader (Fraud) - Revenues & Benefits				
Grade	7	**Job Evaluation ID:**	3536	**Date Evaluated/Reviewed**	July 2023

Service Area	Finance				
Service Team	Revenues & Benefits				
Responsible to	Revenues & Benefits Team Manager				
Areas of Responsibility	Revenues & Benefits				
Number of staff responsible for	4-9	**Political Restricted Role** *(refer to special conditions section)*	No	**DBS Required**	Yes
Job Evaluation Proforma (to be completed by a manager only when creating a new job or amending an existing role)					

JOB PURPOSE

To be responsible for the management and direction of fraud detection, prevention and investigation, and the named point of contact for the exchange of information with the Single Fraud Investigation Service.

To lead a team providing administrative support services the Revenues & Benefits service, having direct contact with customers, with a focus on modernisation and automation to ensure a high standard of customer service and excellent outcomes for customers.

KEY RESULT AREAS

1. To lead a team providing administrative support for the Revenues and Benefits function.
2. To be the point of contact and liaison officer with the Single Fraud Investigation Service and to act as line manager for the clerical officer responsible for providing information to SFIS in accordance with the service level agreement between the local authority and the Department of Work and Pensions.
3. To be an Authorised Officer in accordance with the Social Security Fraud Act 2001 (Information Gathering Powers) and investigate and gather intelligence in suspected cases of Council Tax Reduction Scheme fraud and to produce reports with recommendations for action.
4. To undertake interviews under caution, issue administrative penalties and cautions as well as preparing cases for prosecution.
5. To undertake and be responsible for the quality assurance of the work of the team.
6. To provide information to other bodies where required by legislation as well as giving evidence to court and other tribunals as appropriate.
7. To investigate and respond to level 1 customer complaints and where appropriate suggest service improvements.
8. To ensure that team members are managed in line with Council HR policies and receive appropriate training and development opportunities to reach their potential. To deliver guidance, training and mentoring to staff, including service users from other service areas. To ensure the health and safety of team members and that staff working remotely are provided with support and work in a safe environment.
9. To work towards improving service- related performance indicators and achieving expected standards.

10. To continually look at ways of improving service delivery – monitor and record key performance indicators and ensure that the team achieves expected standards.

11. To actively seek out opportunities to introduce and make the best use of technology and automation to enable improved frontline service delivery and better outcomes for customers.

12. To use modern, clear and unified communication with customers and ensure services are accessed across all channels.

13. To ensure that team works in accordance with all statutory guidance and legislation.

14. To actively seek out the best use of technology and automation to enable better outcomes for customers.

15. To deliver guidance, training and mentoring to new starters and junior staff, including authorised users from other service areas.

16. To work across revenues and benefits to deliver the service and help to build a strong and integrated function.

This job description sets out the main result areas of the post at the date when it was drawn up. Such duties may vary from time to time without changing the general character of the post or the level of responsibility. Such variations are a common occurrence and cannot in themselves justify a reconsideration of the grading of the post.

PERSON SPECIFICATION		
	ESSENTIAL	DESIRABLE
Qualifications	• Education to HND level or equivalent or have experience within a Benefits Administration environment.	• Professionalism in Security (PINS) qualification or similar. • AAT • IRRV Technician • Relevant management qualification
Knowledge	• Detailed understanding of the priciples, legislation and practice of Benefit Administration. • Familiarity with using Microsoft Office products.	• Expert knowledge of one or more key areas of Revenues or Benefits.
Experience	• Experience of working in a customer focussed environment. • Relevant work experience in a Revenues or Benefits related field.	• Benefit Investigation experience • Experience of working in Revenues, Benefits or related field. • Experience of working in a welfare benefits role. • Experience of presenting evidence at Court/Tribuanls. • Experience of managing a team.
Aptitude & Skills	• Excellent communication skills both written and orally. • Able to interpret and advise staff on benefit legislation . • Leadership skills • Customer focussed. • Able to prioritoise. • ICT literate	• Welsh language skills • Confident user of Microsoft Office products.

EXPECTED BEHAVIOURS & VALUES

Manage the performance of people. Carry out 1-2-1s, My Reviews, the first stages of HR policies and develop people. Recognise respect and reward people's contribution valuing difference.

Share best practice and contribute to development of practices. Maintain a realistic and positive attitude to change.

Communicate in a straightforward way. Confidently handle challenging conversations. Encourage and be open to developmental feedback from others

Use initiative to follow procedures to make appropriate decisions. Give feedback where these can be improved.

Honestly reflect on my personal style and its impact on others and develop my skills so I can adapt my style as appropriate.

Equal Opportunities

Equal Opportunities	Understand and demonstrate a willingness to promote positively the Strategic Equality Plan of Newport City Council

Welsh Language Requirements

The Authority is committed to delivering an equally high quality service in Welsh and English and will support staff in providing this. All posts have to be assessed in respect of the Welsh Language requirements and will either be Welsh Essential or Welsh Desirable.

Welsh requirements for this post (see Welsh Language Skills Assessment for skill levels)

Welsh Language Skills		Desirable			
Listening / Speaking Skills	1	Writing Skills	1	Reading / Understanding Skills	1

Special Conditions

Disclosure & Barring Service Disclosures	This post will result in you having substantial contact with children, the elderly, sick or disabled. The Authority, therefore, requires that by virtue of the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975, the Children's Act 1989 and/or the Police Act 1997, you reveal any criminal convictions, bind over orders or cautions, including those which would normally be regarded as spent. You must complete the relevant section on the application form – your application will be returned if this section is incomplete. If successful in your application you will subject to a Disclosure and Barring Service Disclosure. Further information about Disclosure and Barring Service Disclosures and the Council's approach to recruiting ex-offenders should follow the application form, if not contact the person named in the advertisement.
Politically Restricted	Not Applicable
Other (including physical demands and working conditions)	Ability to travel to other locations.

Training

Undertake all mandatory training relevant to the role and be responsible for your own Continuing Professional Development.

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