# East Herts LogoJOB DESCRIPTION

This form summarises the purpose of the job and lists its key tasks. It may be varied from time to time at the discretion of the Authority, in consultation with the postholder.

Job title Senior Control Officer

Reports to Shared Service Assistant Manager – Control & Fraud
Team Control & Fraud
Grade 7
Last updated August 2011

## Job Summary

* The Officer posts for Investigators, & Control Team have main responsibility for a specific area and discipline of the service. However post holders are expected to be able to provide cover for each other across all areas as required to meet the needs of the service
* The purpose of these posts is to be responsible for;
* Carrying out fraud investigations in accordance with the appropriate legislation and presentation thereof at court where appropriate
* The efficient and accurate administration of all appeals and requests for reconsiderations of Benefit applications and overpayments identified in accordance with the appropriate regulations, legislation and guidance, and presentation thereof at relevant tribunals
* Carrying out and evidence appropriate quality assurance checks and responding to queries in accordance with the relevant legislation and requirements of the service.
* Carry out liaison with shared service authorities and external organisations, including promotion and awareness and supply of statistical and other data.
* Carry out performance management across the shared service, ensuring the maximisation of productivity
* Undertake and lead training on Revenues & Benefits legislation etc, ensure staff training needs are identified and achieved.
* Carrying out reconciliations, the management of creditors modules, checking, integrity and completion of returns from government departments, agencies and other relevant organisations.

## Key Tasks

### Operational Responsibilities

* To ensure a full detailed knowledge of relevant legislation and IT applications to enable the efficient carrying out of the duties attached to the post
* To actively encourage the take-up of available benefits, allowances and discounts
* To identify possible irregularities in benefit claims and refer these cases to the Fraud Team
* To assist with the development and implementation of new working methods and systems

### Management / Supervisory / Team Working Responsibilities

* No management responsibilities

### Communication & Contacts

* To liaise with and provide advice and guidance to other Council departments (across partner authorities) external agencies, Government bodies, organisations, stakeholders, Members and colleagues on all matters relating to Revenues and Benefits Shared Services as required

### Financial / Budgetary Responsibilities

* No financial or budgetary responsibilities

### Other

* To participate in the identification, delivery and review of your own personal training and development needs and too attend any courses, seminars, workshops applicable to the post as and when required
* To carry out other duties as directed from time to time commensurate with the grading of the post
* To comply with all health and safety legislation and to pursue duties in a safe manner with due regard to the health and safety of others
* To comply with all aspects of the Council’s Code of Conduct and Equal Opportunities Policy

# East Herts Logo

# PERSON SPECIFICATION

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Job title Control Officer
Reports to Shared Service Assistant Manager – Control & Fraud
Team Control & Fraud
Grade 7

Last updated August 2011

We want the postholder to be able to demonstrate the following competencies to a high level and want to use these to the full in their work. This is more important than having a great deal of direct experience of the job content, and we will be looking for evidence of all the following key competencies during the selection process, if you are shortlisted.

* Personal effectiveness
* Proactive
* Managing relationships
* Communication
* Customer focus
* Commercial focus\*

## Key Criteria

### Qualifications and Experience

* Numeracy skills, including the ability to manipulate numerical data
* Excellent verbal and written communication skills, with a strong customer focus
* IRRV technician or equivalent experience

### Specialist Knowledge and Job Requirements

* At least three year’s relevant management experience in Revenues/Benefits
* Experience in a similar environment
* Experience of using Revenues and Housing/ Council Tax Benefit software
* Ability to relay complex information clearly in relation to Benefits, Council Tax and Non-Domestic Rates verbally and in writing
* Ability to make decisions in relation to Revenues liability, payment arrangements and recovery procedures etc. as appropriate.
* Ability and willingness to help support and provide guidance, support and advice to less experienced staff
1. Relevant legislative knowledge
* Knowledge of Windows based office package

### Other

* Ability to move around the district, including attending courts at which ever locations they are held
* Potential for Home Working post
* The council is committed to safeguarding and promoting the welfare of all its residents specifically children and vulnerable adults. The council expects all its staff to have an understanding of Safeguarding and to share this commitment