

**Manchester City Council  
Role Profile**

**Technical Officer, Grade 6  
Revenues and Benefits Unit, Corporate Services  
Reports to: Team Leader within the relevant service  
Job Family: Transactional Back Office**

**Key Role Descriptors:**

The role holder will provide expertise and support in delivering excellent transactional back office support to the residents of Manchester and stakeholders.

The role holder will monitor, evaluate and report on the quality of output from a transactional team with a focus on the continuous improvement of service delivery and contribution to service performance targets.

**Key Role Accountabilities:**

Develop and maintain a high level of expertise in respect of relevant law, policy, good practice, procedures and systems. Support and coach colleagues in these areas and develop the team in general in its understanding and use of legislation, case-law and good practice in these areas.

Analyse and interpret feedback and management information and proactively develop recommendations for improvement in line with best practice in a way that supports service priorities and objectives.

Work collaboratively across the wider Council, providing specialist advice, information, support and challenge to support client services to meet the objectives outlined in business plans and the effective delivery of organisational objectives.

Proactively assist the monitoring and review processes and procedures to ensure that key performance indicators are met and implement strategies and procedures to continually enhance the service.

Provide advice and guidance to colleagues across the organisation in area of specialism.

Roles at this level may be required to undertake management duties, either through direct line management of a team (including appraisals, performance management and other duties) or through matrix management of a virtual team of officers.

Personal commitment to continuous self development and service improvement.

Through personal example, open commitment and clear action, ensure diversity is positively valued, resulting in equal access and treatment in employment, service delivery and communications

**Where the roleholder is disabled every effort will be made to supply all necessary aids, adaptations or equipment to allow them to carry out all the duties of the role. If, however, a certain task proves to be unachievable, job redesign will be given full consideration.**

**Role Portfolio:**

**This role will sit in one of the functions listed below**

**Adults Case Management Team**

This team, based within the Benefits Division of the Revenues and Benefits Unit, is responsible for assessing a citizen's contribution to their care costs and ensuring that any financial assessment is applied in line with The Care Act 2014, The Care and Support (Charging and Assessment of Resources) Regulations 2014 and Department of Health (DoH) guidance.

The role holder will support Case Management Officers with complex cases and Team Leaders with technical work in relation to reporting and system administration. They will also provide feedback to the Policy Strategy Manager to improve training and policy guidance.

Typical tasks of the Technical Officer will be:

- Managing and delegating tasks from the Team Inbox
- Supporting Case Management Officers with complex cases
- Supporting Team Leaders with
  - Technical changes to the finance system
  - Exception Reporting
  - Quality Assurance of Case Management Officer's work
- Feeding back to the Policy and Strategy Manager on training, process and policy issues relating to the implementation of the Care Act 2014 and associated regulations

**Benefits**

The Benefits Service administers and delivers the Housing Benefit and Council Tax Support schemes for Manchester. The key Housing Benefit legislation is The Social Security Contributions and Benefits Act 1992 and the Housing Benefit Regulations 2006. The key Council Tax Support legislation is the The Council Tax Reduction Schemes (Default Scheme) (England) Regulations 2012 with local policy applied through the Council's local Council Tax Support Policy.

The Benefits Service has Technical Officer roles within the Operations function, the Financial Wellbeing and Welfare Provision team, and the Casework Team.

The Benefits Operations Technical Officer primary responsibilities include supporting Benefits Officers and Team Leaders with complex cases including fraud cases; Discretionary Housing Payments; supporting and monitoring new starters.

Tasks of the Benefits Operations Technical Officer can include:

- Supporting Benefits Officers with complex cases
- Making Discretionary Housing Payment decisions
- Actioning system reports
- Deputising for Team Manager when required
- Feeding back on training, process and policy issues relating to guidance

The Financial Wellbeing and Welfare Provision Technical Officer primary responsibilities include supporting Financial Wellbeing and Financial Assistance (Welfare Provision) Officers and Team Leaders with managing the workflow including the administration of visits, supporting, training and monitoring new starters.

Tasks of the Financial Wellbeing and Welfare Provision Technical Officer can include:

- Supporting colleagues with complex cases
- Actioning system reports / providing statistical data
- Deputising for Team Leader when required
- Feeding back on training, process and policy issues relating to guidance

The Benefits Casework Technical Officer primary responsibilities are dealing with reconsiderations and appeals.

Typical tasks of the Benefits Casework Technical Officer will be:

- Reviewing Housing Benefit / Council Tax Support decisions and recommending / applying changes where appropriate
- Writing Tribunal Service papers in response to Appeals
- Presenting cases at Tribunal
- Feeding back on training, process and policy issues relating to guidance

### **Revenues (Council Tax and Business Rates)**

The Revenues Service administers, collects and recovers Business Rates, Council Tax, and miscellaneous income for Manchester. The Revenues Service has Technical Officers in the Council Tax and Business Rates Teams. The key Business Rates Legislation is The Local Government Finance Acts of 1988 and 1992 (as amended). The key Council Tax Legislation is the Local Government Finance Act (as amended).

Typical tasks of the Revenues Technical Officer will be:

- Supporting Revenues Officers and Account Managers with complex cases
- Making Discretionary Council Tax Payment decisions
- Monitoring of Revenues Officer and Account Manager work
- Feeding back on training, process and policy issues relating to guidance or procedures
- Court attendance
- Dealing with queries and complaints from customers and stakeholders
- Writing Valuation Tribunal submissions in response to appeals
- Presenting cases at Tribunal

## Key Behaviours, Skills and Technical Requirements

### Our Manchester Behaviours

- We are proud and passionate about Manchester
- We take time to listen and understand
- We 'own it' and we're not afraid to try new things
- We work together and trust each other
- We show that we value our differences and treat people fairly

### Generic Skills

- **Communication:** Ability to communicate clearly, concisely, accurately and in ways that promote understanding.
- **Analytical Skills:** Ability to absorb, understand and quickly assimilate moderately complex information and concepts and compare information from a number of different sources.
- **Planning and Organising:** Demonstrate the ability to organise multiple tasks in the most effective way, and allocate time and energy according to task complexity and priority.
- **ICT Skills:** Skills to use ICT systems to obtain and analyse data and present it effectively through a variety of ICT channels.
- **Problem Solving and Decision Making:** Ability to analyse situations, diagnose problems, identify the key issues, establish and evaluate alternative courses of action and produce a logical, practical and acceptable solution.
- **Financial Management:** Numeracy and accuracy skills to handle numbers confidently, collate information and keep accurate and reliable records to help with the monitoring and reviewing of financial resources.

### Technical Requirements (Role Specific)

- Recent practical experience in the administration of one or more of the following;
  - council tax
  - housing benefit and council tax support
  - business rates
  - housing benefit overpayments
  - adult social care assessments
  - adult social care debt recovery