

SLOUGH BOROUGH COUNCIL

JOB DESCRIPTION

JOB TITLE: HEAD OF BENEFITS

DIRECTORATE: Resources

RESPONSIBLE TO: Assistant Director, Customer Services

RESPONSIBLE FOR: Benefits Service Section

MAIN PURPOSE OF JOB:

- ◆ To lead the Benefits Service, providing the co-ordination of a number of diverse operations in the delivery of high quality services which meets the needs of the citizens of Slough.

MAIN RESPONSIBILITIES:

1. Provide the leadership that enables the Benefits Service to plan, agree and deliver on local and national targets.
2. Ensure that the Council's policies and procedures are in place to recruit, develop and appraise employees to optimise their skills, contributions and outputs.
3. Lead and co-ordinate the ongoing development of a performance focused strategy, ensuring a customer driven environment is developed and sustained across the Service.
4. Establish the strategic and operational objectives and challenging targets and establish quality programmes in consultation with direct reports and the Assistant Director, Customer Services.
5. Manage and develop a flexible Service including provision of IT based home visiting capability.
6. Drive performance to achieve performance indicators; monitor and manage performances, procedures and practices, produce accurate forecast and performance reports with prescribed deadlines to meet Council and Central Government requirements.
7. Work with other service areas on business process re-engineering to maximise the use of resources of the Service.
8. Work with partner agencies to facilitate wider access to benefit services through local and national initiatives.

9. Plan and keep under review allocated budgets in line with the priorities agreed by the Council to monitor and control budgets and ensure clear accountability.
10. Ensure that the amount of subsidy from Central Government for the administration of the Benefit Service is maximised by the ongoing development of quality central procedures.
11. Ensure all responsibilities and duties are carried out in accordance with agreed Council policy and procedure, particularly the Council's equal opportunities and health and safety policies.
12. Be proactive in seeking out initiatives and opportunities in order to assist the Council in providing a high quality Benefit Service.
13. Undertake other duties, including emergency planning that may be required to meet the demands of the service which are related to the post's scope of responsibility, and to assist in corporate projects as appropriate.

Person Specification
Head of Benefits

	Description	Essential/ Desirable
Experience	Track record and background of consistent personal achievement as a senior Manager in a large complex organisation	Essential
	Track record of promoting, leading and implanting strategies and change programmes to co-ordinate, deliver and improve benefit services	Essential
	A proven track record of improving the development and quality of services and general management	Essential
	Using resources to support policy and strategy in line with the standards required by the Council/organisation and external agencies	Essential
	Managing and maintaining the necessary conditions for an effective and safe work environment	Essential
	Managing and developing a multi-functional Service	Essential
	Preparation and submission of bids to Central Government for project funding to develop the Service	Essential
Knowledge	Considerable working knowledge of relevant national standards, legislative requirements and initiatives associated with this role.	Essential
	Knowledge of Benefit systems and Performance Management in all areas of the Service.	Essential
	Knowledge of, and commitment to, equalities.	Essential
	Knowledge of the Central Government subsidy regime and methods of maximising income from this source.	Essential
Key Competencies	Work effectively in co-operation with a range of internal and external bodies including both statutory and non-statutory organisations	Essential
	Excellent negotiation and communication skills	Essential
	Able to plan, manage and monitor diverse projects and programmes of work across the service area and with external partners	Essential

	Description	Essential/ Desirable
	Able to work under pressure, meet deadlines and demonstrate a flexible approach in meeting the priorities of the post	Essential
	Ability to prepare, manage and control budgets	Essential
	Competent in use of IT systems, including Microsoft Office	Essential
	Ability to manage a complex, multi-service organisation, with large numbers of staff and high volumes of enquiries from various private and public organisations and diverse customer base.	Essential
	Personal credibility to communicate with elected Members.	Essential
Qualifications	Formal qualifications equivalent to degree and/or relevant professional qualification or extensive job related experience	Essential
	Management qualification	Desirable
	Evidence of continuing training and development	Essential