



Your job

Job Title: Customer Services Officer - Assessment

Service: Customer Experience and Support

Grade: G6

Reporting to: Assistant Business Partner

Your role is to assess, calculate, decide and award claims for Housing Benefit and associated processes including, but not exclusively, Council Tax Reduction, Blue Badges, and potential growth areas, using information from a variety of sources.

You will assess, calculate and complete Financial Assistance and Financial Assessments for non-residential and customers in the community and in residential care in accordance with legislation and guidance to ensure speed and accuracy of processing to deliver right first time processing to improve customer satisfaction and experience.

You'll make financial decisions based on the appropriateness of the customers' charge taking account of income, capital, property and expenditure, in a means tested Financial Assessment.

You will deliver same day processing of Department for Work and Pensions and His Majesty's Revenues and Customs data transfers including Automated Transfers to Local Authority Systems, Real Time Information, Housing Benefit Matching Service and Verify Earnings and Pensions service and Housing Terminations received from Homes.

You'll support the facilitation of income maximisation activities for customers including, but not exclusively, Financial Assessment, Discount and Exemptions, Council Tax Reductions, in line with local policies and practice.

You will predominantly work Monday to Friday and hours will vary between 7:00 am and 19:00pm in line with the needs of the service. You will on

occasions be required to work Saturdays and, in such circumstances, you will be allocated equivalent time off Monday to Friday. This will be assigned on a rota basis.

Mandatory Statement

The Council is committed to complying with European General Data Protection regulations (UKGDPR) and meeting the requirements of the Information Commissioner's office (regulating data protection compliance in the UK). It is your responsibility to ensure that the work you undertake is compliant with the General Data Protection regulations.

Wigan Council is an active, strong, and committed corporate parent. As a priority, all employees have a responsibility towards the children we look after and care leavers, not just those employed by the Children's Directorate.

In this job you will:

In the next 12 months, you will:

- Accurately process applications for Blue Badges in a timely manner
- Complete reassessments as a result of changes in circumstances and monitor outstanding or incomplete assessments and take follow up action as necessary to ensure that all relevant assessment information is obtained, verified and taken into account
- Assess Housing Benefit Overpayments and their recoverability from ongoing Housing Benefit entitlement in line with legislation and guidelines.
- Review and refine customer details within digital systems including, but not exclusively, MyAccount, Northgate, Civica, Digital Platforms, Mosaic, Agresso and Blue Badge Information System to ensure liabilities and claims for an individual are appropriately linked, co-ordinated and awarded right first time
- Work in collaboration and liaise with the Department for Work and Pensions or the Council's Internal Audit Team, linked to claims and awards of benefit, Council Tax Reduction or any other assessment where it has been identified as potentially fraudulent and to provide information to both, in connection with investigations
- Work in partnership with schools, landlords, stakeholders, partners, third party contractors, Department for Work and Pensions, other teams within the council and any other body or group to maintain and improve service delivery, communications and to gather

relevant information, exploring and developing Digital First mechanisms.

On an ongoing basis you will:

- Support managers to deliver effective and efficient services to our customers.
- Utilise multiple digital and online systems to accurately follow processes and procedures to carry out the duties of the role in line with statutory legislation, regulations and council policies, procedures and strategies.
- Deliver same day and same week processing, reducing speed of processing, issue accurate assessments and keep our customers the focus of what we do.
- Respond to customers and other organisations enquiries, emails, letters, telephone, requests, disputes, providing accurate, clear and informative advice and information and to engage customers and staff to interact digitally with the Council utilising the Digital Platform.
- Be decisive and take accountability and action to deal effectively with escalated situations, in line with minimising the risk to the Council and service reputation.
- Actively assist in contributing to continual improvements in economy, efficiency, and effectiveness and of quality of service enabling the section to work effectively and efficiently.
- Contribute to the effective running and performance of the team, to meet priorities and objectives, by providing assistance and support to colleagues.
- Actively participate in customer service changes to system processes and new processes and services to enhance the overall customer offer and experience.
- Undertake any training required to work effectively in the Customer Services Officer - Assessment role.
- Work across Customer Experience and Support to provide the service at any location in line with business needs.
- Ensure strict compliance with General Data Protection Regulations, The Data Protection Act and confidentiality with the collection, use and storage of personal data at all times.
- Ensure you operate within GDPR guidelines by regularly reviewing data held and destroying information in line with retention schedules.

In this job you will need:

You must be able to demonstrate the following essential requirements:

- 5 GCSE's Grade C/4 (or above) or Level 3 NVQ or equivalent or equivalent suitable experience.
- Experience of engaging with customers channelling their transactions to a digital contact method.
- Experience of effectively working as a team and supporting team members as well as the ability to use your own initiative.
- Excellent organisational and communication skills.
- Excellent knowledge of IT systems and inputting and extracting data with an ability to utilise the functionality to improve service provision and enhance the customer experience.
- Experience of working in a fast-paced environment whilst maintaining quality and accuracy.
- The ability to take accountability for day-to-day workload ensuring quantity and quality of work is in line with performance criteria.
- The ability to identify problems, take ownership and actively seek and implement solutions.
- Have an ability to work flexibly in line with the demands of the service
- The ability to adopt a self-reflective approach to aid continuous professional and personal development.
- Be decisive and take accountability and action to deal effectively with escalated situations, in line with minimising the risk to the Council and service reputation.

Our Culture

For us, it's not just about all we achieve as an organisation, but how we do it. Therefore, all employees are expected to display our **TeamWigan** behaviours.

Be Positive	“ Take pride in all that you do and support and develop yourself and others. ”
Be Accountable	“ Be responsible for making things better, enabling change and supporting improvement. ”
Be Courageous	“ Be open to doing things differently and working collaboratively with others. ”
Be Kind	“ Be helpful, generous and thoughtful towards yourself and others. ”