



Your job

Job Title: Assistant Team Manager, Accommodation

Service: Billing, Payment and Client Support Team

Grade: G7

Reporting to: Team Manager

This position sits within the Billing, Payment and Client Support Service in Adult Health and Social Care. It plays a key role in building and maintaining strong working relationships with external partners such as Registered Social Landlords, the Department for Work and Pensions and external appointees. Internally, you will work closely with social care teams, billing and debt recovery teams, Wigan and Leigh Homes, income maximisation teams, residential services customer support, and other council departments.

You will provide day-to-day line management for the Billing, Payment and Client Support team, overseeing financial processes related to residential care homes and supported living services, including Housing Benefit and Universal Credit (housing element). The role involves managing payment processing, handling queries, and ensuring benefit income is secured to meet budget targets.

You will take a lead to ensure Housing Benefit and Universal Credit Housing Cost element is maximised. You will play a key role in ensuring Council Tax reductions, discounts and exemptions (including HMOs) are applied where applicable to ensure strong contributions to both Adult Services and the wider Council budget. A thorough and detailed understanding of DWP benefits, the Universal Credit housing element and Housing Benefit is essential for this role.

You will also assist with the management of the furniture budget for Supported Living properties, by monitoring expenditure, working closely

with approved suppliers and ensuring quality and compliance through regular property audits.

You will support the efficient and smooth running of a busy office environment delivering a unique and demanding operational service where smart and agile working is encouraged

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:

- Manage the day to day operation of the Billing, Payment and Client Support Team in the provision of a high-quality resource of professional knowledge and expertise whilst delivering quality and timely services
- Manage the accuracy and timely processing of the Housing Benefit payment run and the Supported Living Scheme payments and responding appropriately to anomalies and queries

On an ongoing basis you will:

- Ensure Corporate Financial Process / Regulations are adhered to.
- Be responsible for the retrieval of information, interrogating, manipulating and analysing data and formulating reports.
- Be responsible for the development and updating of written processes and procedures.
- Investigate matters relating to complaints regarding charging for Adult Social Care and provide complex breakdowns of charges as and when required.

- Identify, liaise and provide advice and support to service providers and people in receipt of services, members of the public and health and social care professionals both within the local authority and in partner organisations to build effective working relationships.
- To manage and monitor relevant budgets, including income and payments in relation to Supported Accommodation Services, in line with council processes.
- Complex processing in relation to support plans and provisions relating to Adult Social Care in particular Supported Accommodation and Residential placements.
- To develop and implement rigorous quality and performance measures to ensure quality products and best value is achieved and supports the delivery of efficient and effective services.
- Quality checks relating to creditor / debtor identifiers within Agresso.
- Work closely with colleagues and have an awareness across the Billing, Payment and Client Support Team Services and the key work streams to avoid loss of income to the Council.
- Cover for colleagues to ensure ongoing efficient and effective processes.

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:

- Experience relevant to the job.
- Experience in managing teams
- Previous experience of working in finance.
- The ability to demonstrate knowledge of charging for services and an understanding of the financial process.
- An awareness of DWP benefits, Housing benefit and Universal Credit (Housing element).
- Knowledge and understanding of the legal frameworks affecting social care and of Personalisation and Personal budgets.
- Experience of operating office computer systems such as Mosaic, Agresso, Microsoft Office and well-developed computer skills in relation to finance.
- Have a high level of written and verbal communication skills.
- The ability to work alone and as a member of a team.

- Have a high level of numeracy and literacy skills with the ability to carry out a range of financial calculations.
- Ability to liaise with clients in a sensitive manner and to always be aware of confidentiality issues.
- Excellent organisational skills

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. ”