

Job Profile comprising Job Description and Person Specification

Job Description

Job Title: Quality Assurance Officer	Grade: SC6-SO1
Section: Technical Support, Revenues	Directorate: Resources
Responsible to following manager: Quality & Systems Team Leader	Responsible for following staff: n/a
Post Number/s:	Last review date: May 2016

Working for the Richmond/ Wandsworth Shared Staffing Arrangement

This role is employed under the Shared Staffing Arrangement between Richmond and Wandsworth Borough Councils. The overall purpose of the Shared Staffing Arrangement is to provide the highest quality of service at the lowest attainable cost.

Staff are expected to deliver high quality and responsive services wherever they are based, as well as having the ability to adapt to sometimes differing processes and expectations.

The Shared Staffing Arrangement aims to be at the forefront innovation in local government and the organisation will invest in your development and ensure the opportunities for progression that only a large organisation can provide.

Job Purpose

- Provide case level support to the various teams in the Technical Services Section, through work on regression testing, management information reports, data protection breaches, FOI & training support.

Specific Duties and Responsibilities

- Responsible for checking and maintaining the accuracy of benefit assessments and system integrity with responsibilities including but not solely:

Scale 6

- Reviewing the assessments carried out for Housing Benefit & Council Tax Reduction scheme for accuracy
- Reviewing exception reports from the Housing Benefit & Council Tax Reduction systems to ensure high level of data integrity

- Correcting Housing Benefit & Council Tax Reduction assessment errors found as a result of quality checking or exception reporting
- Provide case level support to the DWP accuracy review audit

SO1

- Collate and draft reports on accuracy and performance for the Service and at individual officer level
 - Draft and disseminate Briefing notes to all staff on assessment issues identified as part of the exception reporting or quality assurance process
 - Review recommendation made by DWP on accuracy cases and where necessary provide written challenges
 - Deputise for the Quality & Systems Team leader as necessary
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- To ensure that the services for both Councils are dealt with on an equitable basis to deliver the standards required for each, as agreed annually by the Executives of both Councils.
 - To advise and support managers on relevant matters affecting the service
 - To contribute as required to performance review and improvement measures on an ongoing basis, helping to ensure that a customer focus is embedded within the function and innovative and creative solutions are evaluated to securing the highest quality and value for money function.
 - To contribute as required to change programmes within the service.
 - To work as required in ways that develop good working relations and collaborative arrangements with internal and external stakeholders.
 - **(SO1)** To provide supervision as required to assigned staff and take responsibility for allocation and checking of work by staff.
 - **(SO1)** To act as deputy to Quality & Systems Team Leader as required.

Generic Duties and Responsibilities

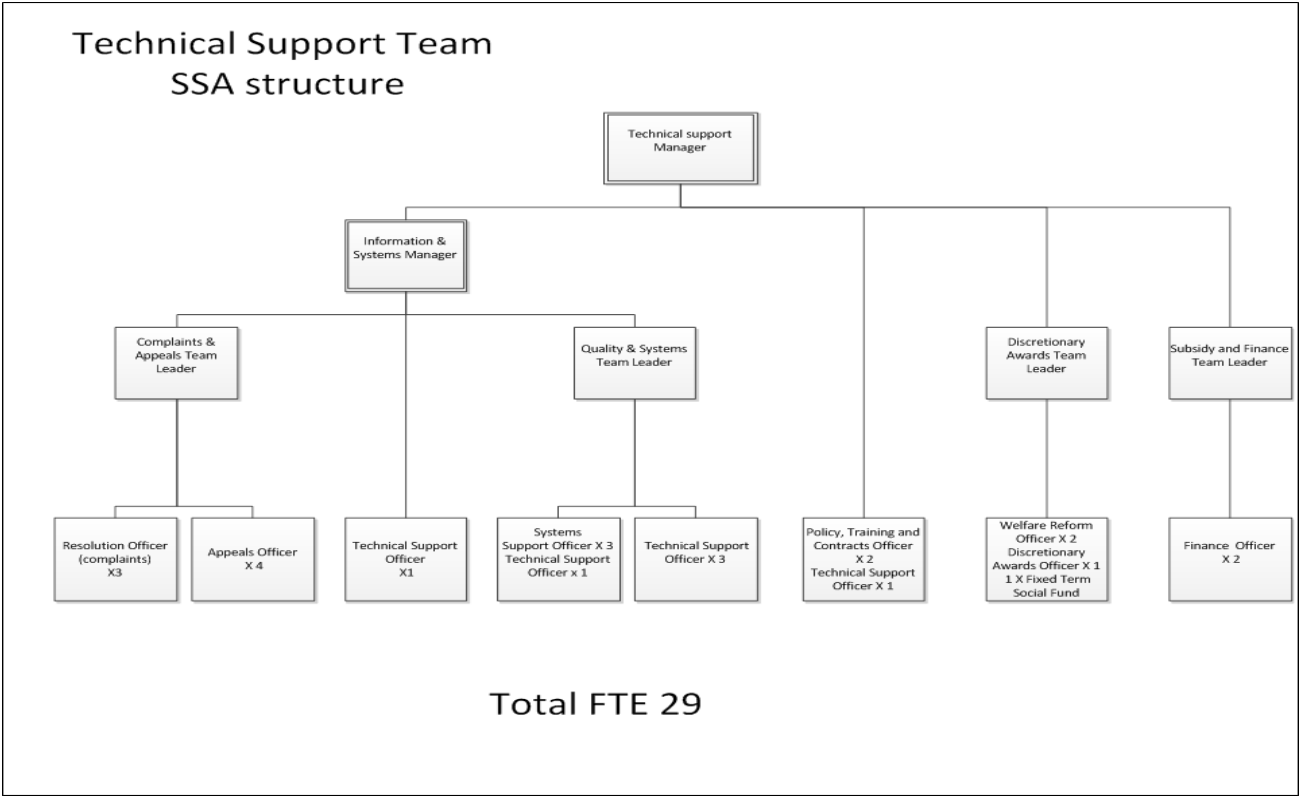
- To contribute to the continuous improvement of the services of the Boroughs of Wandsworth and Richmond.
- To comply with relevant Codes of Practice, including the Code of Conduct and policies concerning data protection and health and safety.
- To adhere to security controls and requirements as mandated by the SSA's policies, procedures, and local risk assessments to maintain confidentiality, integrity, availability and legal compliance of information and systems.
- To promote equality, diversity, and inclusion, maintaining an awareness of the equality and diversity protocol/policy and working to create and maintain a safe, supportive, and welcoming

environment where all people are treated with dignity and their identity and culture are valued and respected.

- To understand both Councils’ duties and responsibilities for safeguarding children, young people, and adults as they apply to the role within the council.
- The Shared Staffing Arrangement will keep its structures under continual review and as a result the post holder should expect to carry out any other reasonable duties within the overall function, commensurate with the level of the post.

Additional Information

Current team structure



Person Specification

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Our Values and Behaviours¹¹

The values and behaviours we seek from our staff draw on the high standards of the two boroughs, and we prize these qualities in particular –

- taking responsibility and being accountable for achieving the best possible outcomes – a ‘can do’ attitude to work
- continuously seeking better value for money and improved outcomes at lower cost
- focussing on residents and service users, and ensuring they receive the highest standards of service provision
- taking a team approach that values collaboration and partnership working.

Person Specification Requirements		Assessed by A & I/ T/ C (see below for explanation)
Knowledge		
(Sc6) Good knowledge of the legislation and statutory framework for Housing Benefit & Council Tax Reduction Scheme.		I/T
(SO1) In depth knowledge of the legislation and statutory framework for Housing Benefit & Council Tax Reduction Scheme.		I/T
(Sc6) Good knowledge of the IT systems that support the administration of Benefits & Council Tax Reduction.		I/T
(SO1) In depth knowledge of the IT systems that support the administration of Housing Benefit & Council Tax Reduction.		I/T
Experience		
Experience of the assessment of Housing Benefit & Council Tax Reduction		I/T
Experience of performing quality assurance checks on assessments of Housing Benefit & Council tax reduction.		I/T
(SO1) Experience of collating quality assurance information into reports for dissemination across service.		I/T

Evidence of working in changing circumstances.	I
(SO1) Ability to address challenges, resolve problems and achieve continuous improvement in a pressurised environment.	I/T
Skills	
(SC6) Good oral and written skills to provide clear and concise messages and basic reports.	I/T
(SO1) Excellent oral, written and presentation skills to provide clear and concise messages in a variety of internal and external contexts.	I/T
Ability to organise and prioritise own workload, within defined requirements of the role.	I/T
Ability to work as part of a team in a pressured environment.	I
Qualifications	
n/a	

- A – Application form
- I – Interview
- T – Test
- C - Certificate