



Job description	
Job title	SERVICE MANAGER – BENEFITS AND WELFARE
Grade	PMG3
Directorate	RESOURCES
Section/team	EXCHEQUER SERVICES
Accountable to	HEAD OF EXCHEQUER SERVICES
Responsible for	BENEFITS, FINANCIAL ASSESSMENT AND CHARGING, HARDSHIP AND FINANCIAL INCLUSION, COUNTER FRAUD
Date reviewed	1 MARCH 2024

Purpose of the Job

- The post holder will lead the provision of professional and strategic advice to clients on a range of central support services on behalf of the Executive Director (Resources). They will play a crucial role in the management and stewardship of public funds and be accountable to senior officers and elected Members for the effective management of the Council's Benefits, Financial Assessment and Charging, Hardship and Financial Inclusion and Counter Fraud functions.
- The postholder will lead and deliver the work of the Benefits, Financial Assessment and Charging, Financial Inclusion and Hardship and Counter Fraud teams, with other Council Departments and external organisations, in the interests of promoting an efficient, effective and comprehensive service to Knowsley's residents.
- The post holder will be fully responsible and accountable for all areas within their remit and will be empowered to make decisions in relation to the outcomes they are working to achieve.

Duties and Responsibilities

This is not a comprehensive list of all the tasks, which may be required of the post holder. It is illustrative of the general nature and level of responsibility of the work to be undertaken.



1. Provide high quality professional expertise, strategic advice and guidance on behalf of the Head of Exchequer Services for the range of services under their remit to senior Council officers, elected Members, external agencies, partners and clients.
2. Be responsible for the leadership, management and development of the Benefits, Financial Assessment and Charging, Hardship and Financial Inclusion, and Counter Fraud teams, providing support to the Council and external clients, delivering a customer focused service that complies with best practice and regulatory requirements.
3. In conjunction with the Head of Exchequer, oversee the budget setting process for the Benefits, Financial Assessment and Charging, Hardship and Financial Inclusion and Counter Fraud functions, identifying savings and income generation opportunities across teams to deliver corporate savings targets, and thereafter undertaking quarterly budget monitoring.
4. Development and delivery of service plans and business continuity plans for the Benefits, Financial Assessment and Charging, Hardship and Financial Inclusion and Counter Fraud teams.
5. Set the strategic direction of the Hardship and Financial Inclusion agenda for the Council; responsible for leading a corporate and co-ordinated approach to tackling hardship and financial inclusion, setting priority areas for focus that support the delivery of the Council and Partners priorities.
6. Work collaboratively with internal and external stakeholders to develop and deliver a range of complex projects relating to Hardship and Financial Inclusion, ensuring that elected Members and senior officers are able to take decisions, plan and commission work based on evidence that will lead to sustained change.
7. Ensuring that Financial Inclusion and Hardship projects are co-ordinated and measured, compliant with funding criteria, and provide a long-lasting legacy by reducing duplication, identifying gaps in delivery and managing risk.
8. Apply specialist and substantial knowledge of relevant Benefits legislation and case law to interpret and implement new legislation and other changes, and advise elected Members, senior officers and partners on matters relating to Benefits, ensuring any financial or reputational risks are mitigated and managed effectively.
9. Provide a high quality and accurate financial assessment and charging service, ensuring compliance with Knowsley's charging policy, local procedures, legislative requirements and national good practice.
10. Ensure the accurate identification and investigation of suspected cases of fraud or irregularity in accordance with Council Policy.



11. Regular liaison with external organisations, in particular the Department for Work and Pensions, central government Departments and the Community and Voluntary Sector to ensure delivery of an effective, efficient, customer focused service.
12. Represent Exchequer Services on Departmental and Corporate projects as required, deputising for the Head of Exchequer and the Assistant Executive Director (Corporate Resources) as appropriate.

Health and Safety

- To ensure suitable and sufficient risk assessments are carried out taking into account employee capabilities.

Data Protection and Information Security

- Implement and act in accordance with the Information Security Acceptable Use policy and Data Protection Policy,
- Protect the council's information assets from unauthorised access, disclosure, modification, destruction or interference,
- Report actual or potential security incidents.

Knowsley Better Together – Staff Qualities

The following qualities have been adopted by the Council and apply to all employees. You are expected to embrace and display these qualities.

- **Integrity.** You are required to be open and honest, maintain high standards of personal behaviour and display strong moral principles.
- **Accountability.** You must take personal responsibility for your actions and decisions and understand the consequences of your behaviour.
- **Communication.** You must listen and talk to others, taking account of other people's points of view. You should share information and strive to work together.
- **Respect.** You must treat people with care and dignity, observing the rights of other people, and helping and supporting others where you can.

As a senior officer, the postholder will be expected to support the Council's emergency preparedness, response, and recovery arrangements; this may include, but is not restricted to, participation in appropriate training and exercises, participation in our emergency duty officer rota, and attending Strategic and/or Tactical and/or Recovery Coordinating Groups with multi-agency partners.