

Role Profile

Job Title:	Income Maximisation Officer
Location:	Various Locations within Barnet
Department:	Finance
Directorate:	Resources
Grade:	G £37,794 £41,511
Type of Working:	Hybrid working
Reports to:	Income Maximisation Team Leader

1. Profile Summary:

Income maximisation officers will help deliver a high quality and comprehensive welfare benefit, financial support, assessment and debt advice service to residents, drawing on technical expertise, knowledge and experience to add value, lead on the resolution of challenges and drive process improvements across a range of service areas (Financial Assessment, Income, Debt, Cost of Living and Housing).

Income maximisation officers will ensure advice and guidance is delivered in a consistent, standardised, and efficient manner, dealing with a full range of income related welfare benefit and cost of living customer enquiries, from advice to processing.

Income maximisation officers will actively champion continuous improvement, the implementation of automation, efficient ways of working and pro-active use of data to improve outcomes for residents and the organisation.

The nature of the role requires a solution mindset and officers will look to refer residents to best available support where necessary.

2. Key accountabilities:

- To provide a comprehensive welfare benefits, financial support and assessment, debt advice and claims assistance service to residents with the aim of maximising income and preventing/reducing arrears. *Financial support includes but is not exclusive to Crisis Scheme and Housing Payments through the Crisis and Resilience Fund, Council Tax Discretionary Relief and Resident Support Fund.
- To play a key role in Barnet's Cost of Living support service.
- Visiting vulnerable residents to complete forms / benefit applications.

- Maintain comprehensive and up to date knowledge of all relevant legislation, procedures, and current and emerging best practices for the area of responsibility and ensure that the organisation meets all its statutory, regulatory and contractual obligations.
- Pro-Actively seek opportunities to deliver efficiencies, including through the implementation of system improvements and increased automation, pro-active use of data to drive continuous improvement and the right outcomes for residents and the authority.
- Assist the team manager in ensuring performance objectives for teams are delivered. Ensuring that these are understood and that appropriate output focused performance management measures are effectively implemented.
- Ensure the maintenance of accurate records and databases at all times, ensuring all customer information is dealt with in strict accordance with confidentiality rules.
- Deliver an end-to-end holistic approach to supporting residents.
- Manage your own performance effectively to meet goals and targets and work to required deadlines, adhering to Departmental and Council policies, procedures, and systems at all times.
- Keep up to date with relevant procedures and guidance affecting the area of work including maintaining a high level of confidentiality.
- As discussed with the line manager, take responsibility for own learning and development, and participate in performance management and development discussions in line with the performance appraisal review process.
- To undertake any other reasonable duties commensurate with the grading of the post.
- At all times to carry out responsibilities with due regard to the Council's Code of Conduct and related policies i.e. Equalities & Diversity, Data Protection, Confidentiality, Health & Safety.

The range of duties we expect you to do are set out above, however this is not intended as a complete description of your job. We reserve the right to ask you to undertake any tasks that are consistent with the grade to ensure effective service delivery. This may include working in any other service areas and / or varying hours of work, as may be reasonably required of you.

3. Financial Responsibilities:

4. Health and Safety Responsibilities

As an employee of the London Borough of Barnet, you are required to:

- Abide by Barnet's health and safety policy and associated arrangements
- Complete mandatory health and safety training
- Follow safe systems of work and use devices/guards provided for safety.
- Wear/use personal protection equipment where issued and instructed to do so, including lone working devices.
- Report any Accident/Incidents/Hazards.
- Take care of your own and other's safety, health and wellbeing

5. Promotion of Corporate Values

To ensure that customer care is maintained to the agreed standards according to the council's values. To ensure that a high level of confidentiality is maintained in all aspects of work.

Our values:

Caring / **L**earning to Improve / **I**nclusive / **C**ollaboration

6. Flexibility

In order to deliver the service effectively, a degree of flexibility is needed, and the post-holder may be required to perform work not specifically referred to above. Such duties, however, will fall within the scope of the post, at the appropriate grade.

7. The Council's Commitment to Equality

To deliver the council's commitment to equality of opportunity in the provision of services. All staff are expected to promote equality in the workplace and in the services the council delivers.

PERSON SPECIFICATION

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Criteria	Essential/Desirable	Assessed by:
Professional Membership/Qualification		
IRRV Qualification	Desirable	Application/Interview
Experience & Knowledge		
Experience/successful track record of providing welfare benefit/assessment/debt advice services	Essential	Application/Interview

Successful experience of continuous performance improvement for a collection/assessment service	Essential	Application/Interview
Experience in using data to improve outcomes for residents and the organisation	Essential	Application/Interview
Experience of working with a range of people at all levels and a good understanding of how to engage with different audiences and meet differing needs.	Desirable	Application/Interview
Skill & Ability		
Exceptional verbal and written communication skills, with the ability to communicate complex matters effectively to all levels of audience, quickly able to build rapport, engage, influence, consult and collaborate with residents and key stakeholders.	Essential	Application/Interview
Excellent problem-solving skills with a solution mindset.	Essential	Application/Interview
Excellent decision-making skills, with an ability to confidently use discretion where permitted.	Essential	Application/Interview
Potential travel within the borough to support vulnerable residents within their home to complete benefit applications / forms.	Essential	Application/Interview
Ability to balance competing pressures to maximise the effectiveness of the organisation's outcomes.	Essential	Application/Interview
Excellent interpersonal skills with the ability to develop strong, positive relationships and bring creative ideas and innovative approaches for engaging with residents and colleagues.	Essential	Application/Interview
Awareness of and the ability to operate with sensitivity in the context of a political environment.	Essential	Application/Interview
Able to work flexibly as part of a team.	Essential	Application/Interview
A willingness to grow your knowledge and ambition to progress.	Desirable	Application/Interview
Values & Behaviours		
Caring		
Integrity- I work with candidates and colleagues in a way that builds trust.	Essential	Application/Interview
Empathy- I say "thank you" and "well done" where appropriate, and take time to 'check in' to see if the people I work with are ok	Essential	Application/Interview

Support- I support my colleagues to deliver excellent services. I focus on resolving any issues and capturing lessons learnt	Essential	Application/Interview
Learning to Improve		
Insight- I regularly rely on evidence and professional standards to support my work and decision making.	Essential	Application/Interview
Agile- I am fully empowered to act within the scope of my role	Essential	Application/Interview
Growth Mindset- I take responsibility for my own personal development, growth and learning and support others with their learning and development where I can	Essential	Application/Interview
Inclusive		
Personal Responsibility- I am curious about what is important to others around diversity. I reflect and act upon this curiosity to improve my own understanding	Essential	Application/Interview
Engage with discomfort- I am open to and reflect on what makes me uncomfortable and use my engagement with others to challenge myself and constructively challenge others	Essential	Application/Interview
Champion Diversity- I recognise the advantages and importance of equality, diversity and inclusion in delivering outcomes for residents, and take an active role to ensure they are implemented and integrated in everything I do.	Essential	Application/Interview
Collaborative		
One Team- I actively and purposefully build my network of relationships with people across the Council and with partners. I proactively seek feedback and evidence as a way of learning from and improving the way I work with others	Essential	Application/Interview
Accountable- I accept responsibility for my own actions and decisions, and demonstrate commitment to ensuring these align to what is best for Barnet	Essential	Application/Interview
Outcomes Focused- I adapt my way of working to best suit the outcome we are trying to achieve within the scope of my role and professional standards	Essential	Application/Interview