

Job Description and Person Specification

Principal Service Development Officer

A Lambeth to be proud of



London Borough of Lambeth

JOB DESCRIPTION

Job Title:	Principal Service Development Officer
Department:	Resources
Division:	Digital, Data & Technology
Business Unit:	Revenue and Benefits
Grade:	PO2
Responsible to:	Service Development Manager
Responsible for:	n/a

Job Purpose

To advise and support the Service Development Manager in delivering service improvement by providing policy, guidance, learning and support to the Revenue and Benefits Service, other Lambeth departments and Lambeth stakeholders.

Responsibilities

Policy Guidance:

1. Development of policy, preparation of guidance notes in relation to the Department for Work and Pensions circulars and Statutory Instruments that address the legal and financial issues in the following areas:
 - Housing Benefit Administration
 - Housing Benefit Fraud
 - Housing Benefit Subsidy
2. Development of policy, preparation of guidance notes in relation to MHCLG Ministry for Housing, Communities and Local Government guidance and Statutory Instruments that address the legal and financial issues in the following areas:
 - Lambeth Council Tax Support Scheme – working age
 - Lambeth Council Tax Support Scheme – pensionable age
 - Lambeth Discretionary Council Tax Support Hardship Fund
3. Lead the council in keeping abreast and responding to developments and legislative amendments in all areas that affect RAB. Interpret policy, legislation and guidance and be responsible for written guidance to RAB on all aspects of council policy and procedure including general administration and ICT, ensuring all work carried out conforms to corporate standards.
4. Be responsible for ensuring all members of RAB are aware of policies and procedures affecting benefit subsidy and safeguarding Lambeth's subsidy claim with in excess of £100m per annum. Liaise with the subsidy manager to identify areas where the administration is failing to maximise subsidy and address any such issue identified.

5. Take the lead in assessment and management of the operational impact of legislative changes, guidance, caselaw, council policy and procedures in consultation with operational managers and key stakeholders including: Internal Audit and Counter Fraud, Audit Commission, Department for Work and Pensions, Ministry for Housing, Communities and Local Government, housing providers.
6. Investigate, research and benchmark all new, altered and reviewed specified accommodation schemes, ensuring consistent application of legislation, caselaw and guidance leading to fair decision making.
7. Maintenance of all material and notification letters to endure legislative compliance.

Training and Delivery:

8. Conduct or undertake learning needs analysis using all available data sources. Undertake competency-based assessments of individual members of staff when required for the purposes of determining their level of competency in a particular function.
9. Design and maintain learning materials relating to policy and procedures including administration, ICT and RAB induction.
10. To deliver learning, support, guidance and coaching which ensures that staff maintain a proficient knowledge of legislation, policies, procedures and guidelines relevant to RAB.
11. To identify trends and changing needs in the provision of services and to develop both short, and long-term effective strategies for service delivery at service and individual level.
12. Implement effective learning strategies and deliver relevant learning to reflect diverse learning needs including on the job learning, classroom learning, e-learning, virtual learning and coaching to all RAB staff as required.
13. To be responsible for the induction programme for all new staff within the service.
14. Establish and maintain records of learning.
15. Evaluate all learning opportunities and feed this back into service and individual learning plans.
16. Keep abreast of the training market including all types of training aids and commission training from external trainers/consultants. Evaluate and advise on various training packages offered by the market.
17. Assist in the procurement of learning or other services as required.
18. Liaise when required, with relevant software consultants in relation to implementation of change and provision of assistance for system release test and annual billing.
19. To identify best practice through bench-marking exercises and research.

Others

20. Deputise for the Service Development Manager in their absence.
21. Write reports for Senior Management when required.
22. Identify trends and changing needs in the provision of services, continually striving to develop the service to better support our customers, making best use of available resource.

23. Take the lead role in service development projects, including project management of such projects, driving change, providing all policy, guidance, learning and support required to deliver the project to staff and evaluating the effectiveness of the project.
24. Operate quality assurance mechanisms on learning effectiveness and evaluate learning and policy delivery and outcomes.
25. To contribute to the achievement of Investors In People within RAB.
26. Attend and participate in meetings with all major stakeholders (e.g. MP's, Ombudsman, Aid Agencies, Department for Work and Pensions, Audit Commission, Registered Providers, the Rent Service, contractors and partners etc.) outside the council relevant to the position and section when required.
27. Carry out responsibilities for the position with full and due regard to the Council's policies, procedures, negotiated agreements and statutory law in matters including Equal Opportunities and Health and Safety.
28. To actively promote and uphold the Council's Code of Conduct, priorities and customer service standards.
29. To take full responsibility for the development and implementation of your own Personal Development Plan and your own continued development in those areas relevant to your role within the service.
30. To undertake any other duties that may be required to meet the demands of the service. These may be varied from time to time to meet the needs of the service.
31. Work outside office hours where required.

32. PERSON SPECIFICATION

<p>It is essential that in you can meet the following requirements for the role and be able to give evidence or examples of your proven experience in each of the short-listing criteria marked Application (A).</p> <p>You should expect that all areas listed below will be assessed as part of the interview and assessment process should you be shortlisted.</p> <p>If you are applying under the Disability Confident scheme, you will need to give evidence or examples of your proven experience in the areas marked with “Ticks” (✓) on the person specification when you complete the application form.</p>	Shortlisting Criteria
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For link/career graded post, please mark knowledge, experience, and behaviours clearly for each grade.

Key Knowledge	K1	Detailed knowledge of Revenues and Benefits	A✓
Relevant Experience	E1	Extensive experience in Revenues and Benefits, preferably in a learning or policy role.	A✓
	E2	Experience and knowledge of at least one software package used for the delivery of Revenues and Benefits (MRI Revenues and Benefits/NEC_DM/IEG4/NEC_Housing) and Windows based IT systems (Word, Excel, etc)	A
	E3	Excellent communication & presentation skills, with the ability to interpret and convey complex ideas in writing and to a variety of audiences.	A✓

Core Values and Behaviours		<p>Equity</p> <ul style="list-style-type: none"> • Listen to the views of others and ask for their opinions making sure that everyone in my team inputs into the things that matter. • Ensure fairness and justice is at the heart of my decision making and support to my team and others. • Take time to build trust, building the respect of our stakeholders and ensuring as a team we take accountability for doing what we agree to do. • Develop others and ensure we work as one team for Lambeth, encouraging everyone to play their part • Take positive action to ensure everyone in my team has opportunities to learn and grow at work • Encourage everyone to be themselves at work and value who they are • I am inclusive and actively celebrate diversity, recognising everyone in my team as individuals 	
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		<p>Kindness</p> <ul style="list-style-type: none">• Treat each member of my team with respect and dignity just as I would want for myself.• Encourage each member of my team to do their very best work and am available to them to provide support and guidance.• Personalise my support to each team members and look out for them, lending a hand wherever I can• Encourage everyone to try and learn from mistakes and use integrity to take action with my team to put things right together• Work with empathy seeking to understand each and every member of team, their unique perspective and circumstances and ensure everyone is heard• Take the time to communicate, being honest, open and genuine and taking the time to get to know team members as individuals.• Show compassion and patience recognising that everyone in the team has unique experience and celebrating the great work they do for Lambeth.• Look after the health and wellbeing of my team members and encourage open and regular discussions about the issues that impact on them, working together to find solutions.	
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		<p>Accountability</p> <ul style="list-style-type: none"> • I encourage and support my team to do the right thing even when it's tough and we communicate our decisions in a timely way • I ensure my team and employees take individual and collective accountability for performance and delivery, making sure that they have clear plans and performance objectives. • I ensure my team plan ahead, getting the basics right and take swift action when problems arise • I encourage my team to be risk aware and ensuring that our decisions and actions are informed and understood and communicated to others. • I provide regular, timely and constructive feedback to my team members on their performance and behaviours and act quickly when performance is not on track. • I share my learning, knowledge and skills with others through coaching and mentoring and encourage others to do the same. • I ensure that my team and I put residents, communities, customers and their needs at the centre of everything we do. • I encourage my team to learn and grow and ask questions to find the information they need to do their jobs 	
		<p>Ambition</p> <ul style="list-style-type: none"> • Am proud of our borough and my team and encourage everyone in the team to aim for the highest possible standards of excellence in everything we do. • Encourage my team to be flexible and try new things when it's appropriate to do so and tell me what could be improved. • Promote a one team for Lambeth approach reaching out to our stakeholders to face our challenges together • Encourage and support my team to be courageous for our residents and communities and stop at nothing to ensure they have the best possible outcomes • I make time for the team to Innovate and look for creative ways to do things better, being curious about possibilities. • Positively challenge and encourage the team to collaborate and look for solutions together across service and team boundaries. • Make time for my team to grow and develop taking advantage of opportunities to learn from each other and others. We plan our learning and career growth. 	