

Job Description

Service:	Revenues and Benefits
Job title:	Development Support Officer
Grade:	E
Hours of work:	37
Responsible to:	Systems & Development Manager
Responsible for	
Direct reports:	0
Indirect reports:	0
Budget:	0

Purpose of Post:

- To assist the Systems & Development Manager in the daily administration of the section's main IT systems (NEC Revs & Bens and NEC DM).
- To be responsible for the administration of Discretionary Housing Payments including budget management.
- To assist with subsidy, statistical returns and the implementation of projects.


Key Deliverables:

1. Day-to-day administration of the main Revenues and Benefits computer systems (NEC and NEC DM) and their associated interfaces with other systems. This includes running various reports and processes.
2. Testing new NEC software releases and upgrades using system interrogation and data analysis and the identification of any subsequent training requirements for users.
3. Act as the first point of contact for system users concerning system issues, faults, access and security.
4. Report system faults and queries to software suppliers. Maintain and monitor records of the issues and bugs logged.
5. Analyse and reconcile system data necessary for the completion of the various Government statistical returns.
6. Responsible for the administration of the Discretionary Housing Payment scheme including budget monitoring and forecasting.
7. To assist, as necessary, with internal and external audits across both Revenues and Benefits functions.
8. Assist with the implementation of project work and service plan improvements.

This job description is intended only as a guide to the range of duties involved. The post holder will need to be flexible and adaptable in order to respond to other duties that may be required from time to time and the changes and developments within HDC.

<p>Knowledge and Qualifications</p> <p>(E) Essential</p> <p>(D) Desirable</p>	<p>Comprehensive knowledge of relevant IT systems, i.e. NEC Revs & Bens and NEC DM including systems administration functions. (E)</p> <p>In-depth knowledge of the Housing Benefit Regulations and associated legislation. (E)</p> <p>Knowledge of Council Tax legislation. (E)</p> <p>Knowledge of Huntingdonshire District Council's Council Tax Support Scheme rules. (E)</p> <p>Knowledge of Data Protection legislation. (E)</p> <p>5 GCSE's or equivalent passes including English & Maths. (E)</p> <p>IRRV Technician or other relevant qualification. (D)</p> <p>Familiarisation of Business Objects reporting tool/SQL Reports. (D)</p>
<p>Experience</p> <p>(E) Essential</p> <p>(D) Desirable</p>	<p>Must be able to demonstrate comprehensive experience of:</p> <p>Housing Benefit & Council Tax Support assessment (E)</p> <p>Housing Benefit subsidy calculations (D)</p> <p>Council Tax and Business Rates processing (E)</p> <p>Microsoft Excel in terms of recording, manipulating and presenting data. (E)</p> <p>Working in an office environment. (E)</p> <p>Dealing with vulnerable customers. (E)</p>

Skills and Abilities (E) Essential (D) Desirable	Standard keyboard skills and ability to communicate and analyse data through IT using packages such as Word, Outlook, Excel and Access. (E) Good written and verbal communication skills. (E) Ability to organise and prioritise own workload. (E) To work effectively with minimum supervision and as part of a team. (E) Ability to work to a high degree of accuracy. (E) Ability to interpret and make decisions by applying legislation appropriately and consistently. (E) Ability to work under pressure and within a prescribed timeframe. (E) To demonstrate an aptitude for problem solving. (E) Ability to manage budgets. (E)
Decision Making and Impact on Others (E) Essential (D) Desirable	Makes and communicate clear decisions. (E) Make effective decisions under time pressure. (E) To balance risks and benefits of various options and decisions. (E) Makes unpopular decisions where necessary. (E) Takes responsibility for the outcomes and impact of their decisions. (E) Considers all relevant data when making decisions. (E)

	Considers diversity issues when making decisions. (E)
Communication with Internal and External Customers	<p>Internal customer contact 50%</p> <p>External customer contact 50%</p> <p>Internal: Benefits, Local Taxation, Customer Services, Housing, Audit, 3C ICT</p> <p>External: DWP, general public, auditors, agencies, housing associations, rent officer, other Councils, vendors, landlords</p>
Personal Attributes and Other Requirements <p>In this section please list any other qualities you are looking for from the applicant</p> <p>(E) Essential</p> <p>(D) Desirable</p>	<p>Develops and maintains productive relationships with internal and external customers (E)</p> <p>Deals effectively with dissatisfied customers (E)</p> <p>Is prepared to adapt their approach to overcome obstacles (E)</p> <p>Re-prioritises appropriately when faced with a change in requirements (E)</p>
HDC values 	<p>The values outlined below reflect our collective positive attitude and how all staff are expected to work together as one team.</p> <p>Inspiring: We have genuine pride and passion for public service; doing the best we can for customers.</p> <p>Collaborative: We achieve much more by working together, and this allows us to provide the best service for customers.</p> <p>Accountable: We take personal responsibility for our work and our decisions, and we deliver on our commitments to customers.</p>

	<p>Respectful: We respect people’s differences and are considerate to their needs.</p> <p>Enterprising: We use drive and energy to challenge the norm and adapt to changing circumstances. We are always ready for challenges and opportunities, and we embrace them.</p>
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Safeguarding and promoting the welfare of children and young people/vulnerable adults

Huntingdonshire District Council is committed to safeguarding and promoting the welfare of children and vulnerable adults and expects all staff and volunteers to share this commitment.