

CITY OF BRADFORD METROPOLITAN DISTRICT COUNCIL JOB PROFILE

DEPARTMENT: Corporate Resources	SERVICE GROUP: Revenues, Benefits and Customer Services
POST TITLE: Discretionary Payments Officer	REPORTS TO: Section Leader – Discretionary Payments
GRADE: band 7	SAP POSITION NUMBER :

The following information is furnished to help Council staff and those people considering joining the City of Bradford Metropolitan District Council to understand and appreciate the general work content of their post and the role they are to play in the organisation. The duties and responsibilities highlighted in this Job Profile are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and scope of the post and the grade has been established on this basis.

As a candidate you will be expected to demonstrate your ability to meet the special knowledge, experience and qualifications required for the role by providing evidence in the application form for the purpose of short listing. Applicants with disabilities are only required to meet the essential special knowledge requirements shown by a cross in the end column of this section.

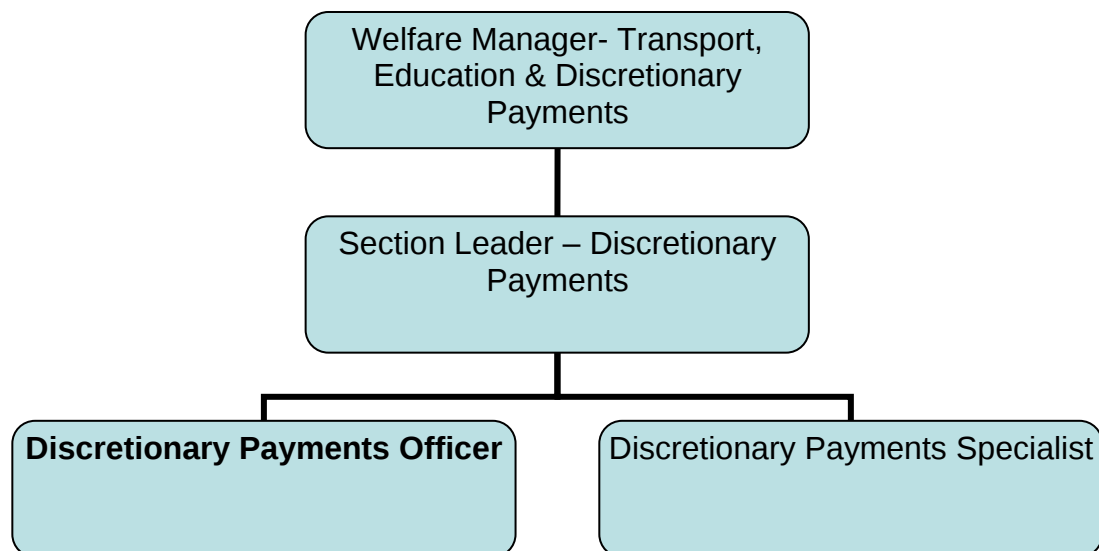
The employee competencies are the minimum standard of behaviour expected by the Council of all its employees and the management competencies outlined are those relevant for a post operating at this level within our organisation.

Both sets of competencies will be used at interview stage and will not be used for short listing purposes.

Key Purpose of Post
To assess and determine applications for Discretionary Housing Payments and Local Welfare Assistance schemes. Spend on the schemes is approx. £1million. Annual volume of applications is 5,000. Temporary Local Welfare schemes can increase application volume and/or spend. The role involves a high level of public contact by telephone and digital contact but can include face to face. Often dealing with vulnerable customers many of whom have complex circumstances including being threatened with homelessness and/or extreme financial hardship.
Main Responsibilities of Post:
1. Ensure that applications for Discretionary Housing Payments and Local Welfare Assistance are processed effectively and efficiently and in accordance with; relevant legislation, Council and Government Policy and/or procedure, Quality and Performance standards as prescribed by the Service and/or the

Council and using allowable discretion.

2. To provide Discretionary Payment services to customers and other parties on behalf of Bradford Council, communicating often complex and detailed information on the phone, face to face or by written communications, paying particular regard to any issues of vulnerability.
3. Delegated authority in accordance with Council standing orders to make decisions under the Discretionary Housing Payments scheme and Local Welfare Assistance Scheme.
4. To make consistent Discretionary Housing Payment decisions ensuring that Government spending allocation, DHP Guidance manuals, Benefit Regulations, Council Policy and Working Practices, are taken into account.
5. To conduct over the phone discussions agreeing a loan and loan repayment taking into account the Assisted Purchase Scheme Funding from the Council, the needs of the customer, what household item is required and the ability to repay the loan.
6. Encourage regular loan repayments via standing order or direct debit and follow set procedures set out in working practices. Ensure timely invoicing and that debt recovery procedures are carried out.
7. Delegated authority to authorise the write off of debt in accordance with Council standing orders.
8. To have access to personal, confidential and/or sensitive information and be able to process this information as legally required, and if necessary communicate to relevant parties.
9. Assist in the promotion and maximisation of the take up of Discretionary Housing Payments, Local Welfare Assistance schemes, and other discounts, allowances and concessions as required.
10. Ensure effective liaison and dialogue with the public, Revenues, Benefits & Payroll colleagues, other Council Departments and Services, Voluntary Organisations and Advice/Community Centres, Department for Work & Pensions, Landlords, Agents and other parties as required.
11. Assist in the instruction and on the job training of staff which may involve 121 training and support with new or less experienced members of staff.
12. Ensure that any suspicious or irregular or fraudulent claims are promptly referred to the Corporate Investigations Team.
13. Identify and suggest improvements to processes and procedures and assist in the review and design of relevant documents, letters and processes as required.
14. To carry out other duties, as required, which are reasonable in terms of the nature and level of the post, including any new Local Welfare Assistance schemes administered by the Council on a temporary or permanent nature.

Structure:**Special Knowledge Requirement. Will be used for shortlisting. Max 10**

	Essential
Applicants with disabilities are only required to meet the essential special knowledge requirements shown by a cross in the end column.	
Due to the Governments Fluency in English Duty for posts where employees speak directly to members of the public the post holder is required to meet the Advanced threshold level (which will be implemented where the post requires a greater level of sensitive interaction with the public e.g. in children's centres) – where the person is able to demonstrate that they can during the interview: a) Can express themselves fluently and spontaneously , almost effortlessly b) Only the requirement to explain difficult concepts simply hinders a natural smooth flow of language	x
Knows and understands how to use, interpret, handle and communicate, often complex and detailed information, and relay it to service users/stakeholders in writing and/or over the telephone / face to face.	x
Ability to question/challenge to gather information to support the assessment of Discretionary Payments applications	x
Ability to adopt a process of continual improvement and suggest ways of working more efficiently and effectively to improve service delivery.	
Able to demonstrate a high level of numeracy, literacy and accuracy across a range of activities	x
Able to cope with difficult and stressful situations and diffuse potentially confrontational situations.	
Able to demonstrate an understanding of the Councils Counter Fraud Policy and Strategy.	x
Able to use sensitivity and discretion when dealing with issues of a	x

confidential nature.		
Carries out a variety of working practices, applies complex regulations, rules, procedures and processes across a technical /specialist area		
Uses a range of complex IT packages		
Relevant experience requirement: Will be used for short listing		
5 GCSE's (including Maths and English) at level 4 or above (e.g. A to C) or equivalent OR At least 12 months experience in a workplace using computer systems, where customer contact was a significant and regular feature.		
Relevant professional qualifications requirement: Will be used for short listing		
5 GCSE's (including Maths and English) at level 4 or above (e.g. A to C) or equivalent OR At least 12 months experience in a workplace using computer systems, where customer contact was a significant and regular feature.		
Core Employee competencies to be used at the interview stage.		
Carries Out Performance Management		
Covers the employee's capacity to manage their workload and carry out a number of specific tasks accurately and to a high standard.		
Communicates Effectively		
Covers a range of spoken and written communication skills required as a regular feature of the job. It includes exchanging information/building relationships; giving advice and guidance; counselling, negotiating, and persuading and handling private, confidential and sensitive information.		
Carries Out Effective Decision Making		
Covers a range of thinking skills required for taking initiative and independent actions within the scope of the job. It includes planning and organising, self effectiveness and any requirements to quality check work.		
Undertakes Structured Problem Solving Activity		
Covers a range of analytical skills required for gathering, collating and analysing the facts needed to solve problems. It includes creative and critical thinking; developing practical solutions; applying problem solving strategies and managing interpersonal relationships.		
Operates with Dignity and Respect		
Covers promoting equality, treating all people fairly and with dignity and respect, maintains impartiality/fairness with all people, is aware of the barriers people face.		
Working Conditions:		
Must be able to work as determined by contracted hours, work location and the needs of the service.		
Must be able to perform all duties and tasks with reasonable adjustment, where appropriate, in accordance with the Equality Act 2010 in relation to Disability Provisions		
Special Conditions:		
A Disclosure check will be carried out as part of the recruitment process		
Compiled by: JOC	Grade Assessment Date: Dec 2023 by JEGS team, following appeal	Post Grade: Band 7