



## Role profile

<b>Role title</b>	Assessment Advisor (Advisor Level)
<b>Corporate directorate</b>	Customer and Support Services
<b>Service</b>	Customers and Communities
<b>Grade</b>	F
<b>Reports to (role title)</b>	Assessment Billing and Collection Team Leader
<b>Version</b>	1.0
<b>JE code</b>	003895

<b>Approving manager</b>	Ian Stephens
<b>Date</b>	16/12/2020

If you would like this information in another format please contact:

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## Role purpose

To assist in providing an efficient customer focused Assessment service by providing proactive and comprehensive guidance, information and resolution to both internal and external customers, which will involve interpreting the customer's need, initiating appropriate service delivery and ensuring effective resolution of their requests for Cornwall Council, under the direction of the Assessment, Billing and Collection Team Leader.

The role will have a thorough, understanding of the requirements of the housing benefit and council tax support regulations and legislation, disabled persons parking (Blue Badge) criteria, as well as a broad understanding of all other Department for Work and Pensions benefit regulations e.g. Disability Living Allowance, PIP, Carers Allowance, Jobseekers Allowance, Employment and Support Allowance, HM Revenues and Customs Tax Credits, Child Benefit, Pension Credit and Universal Credit to advise customers accordingly.

The Assessment Billing and Collection Team is accountable for delivering an efficient, secure, modern and accessible service that listens and responds to our customers to enable maximum income and minimum hardship. To work with customers to achieve the Council's corporate objectives.

Cornwall Council is committed to putting its customers first, to assessing their needs effectively and ensuring that services are accessible. The target vision for how services and information will be accessed in the future is based on the principle that they should be accessed and delivered in a manner that suits the needs of the customer.

As an Assessment Advisor, the role will form a key part of an effective team which will be responsible for all aspects of provision of customer service for Assessment enquiries over the telephone.

## Dimensions

<b>Annual financial accountability</b>
none
<b>Management accountability</b>
Nature of management <ul style="list-style-type: none"> <li>• none</li> </ul> Number of staff managed <ul style="list-style-type: none"> <li>• none</li> </ul>

## Accountabilities

*Cornwall Council is a dynamic organisation and the particular duties and accountabilities may vary from time to time without changing the general character of the role or the level of responsibility entailed. Individual objectives will be agreed via the PDS appraisal process*

- Undertake all telephone enquiries as required, including the ability to signpost, and promote other welfare benefits and services to ensure excellent performance outcomes and customer satisfaction.
- Promote and encourage the use of the Council's e solutions for those customers able to use self-serve.
- Ensure that all communication is undertaken accurately, clearly and quickly to the public and other persons affected by telephone to ensure excellent customer satisfaction.
- Contribute to the wider team's targets by providing and gathering accurate information thereby supporting and providing the capacity to process a significant volume of work covering a range of cases with speed and a high degree of accuracy.
- Maintain awareness of overpayment recovery procedures and negotiate recovery from ongoing benefit, and provide relevant advice to customers who are required to repay benefits.
- Maintain a pro-active approach to reducing fraud and error from entering the system, through identification and timely referral, thereby supporting Government policy to reduce fraud and error from entering the benefit system.
- Liaise, as required with other Government agencies, public and voluntary sector organisations, other Council departments and persons affected by assessments. Provide advice and information whilst maintaining requirements for confidentiality, to maintain positive working relationships for delivering service outcomes.
- Be aware of the required verification standards and therefore the evidence and information required from customers to ensure compliance with legislation and policy.
- Interpret, apply and maintain knowledge of housing and council tax support legislation and policy to ensure the correct information is given or gathered in respect of benefits claims and payments to Cornwall customers, with guidance from senior members of the team where required.
- Promote a positive image as a part of a team supporting service delivery teams across all service areas.
- Resolve enquiries as far as possible to their conclusion as determined by current working practice.
- Undertake other duties commensurate with the grade of the role to cover for other members of staff to support the operations of the Service across locations as necessary.
- Work as part of a multi-skilled Customer & Business Operations (CBO) Service to deliver a range of significant council processes efficiently and effectively, providing a fast, high quality and continuously improving service for customers

- Whilst the post holder will spend the majority of time working in one particular area of the CBO, on occasions there might be opportunities for the post holder to gain experience in other areas of the CBO either on a voluntary basis or at request in order to assist with other service priorities usually within the same CBO job family.

## Corporate accountabilities

### **Information security and governance**

Manage information in line with the Council's policies, procedures and guidance on subjects such as Data Protection, Freedom of Information, confidentiality, information security and sharing, the information lifecycle and data quality, to ensure compliance and efficient and effective information governance

### **Safeguarding**

Maintain awareness of Council policies and practices regarding the safeguarding of children, young people and/ or adults who may be at risk. Report concerns/ allegations in accordance with corporate guidance and procedures

### **Equality & Diversity**

Work to eliminate unlawful discrimination, harassment and victimisation and report incidents as they occur. Treat everyone with dignity and respect and ensure individual's needs are met. Challenge inappropriate behaviour and language constructively, advising on alternatives so the opportunity for change can be considered

### **Customer Experience**

Drive to continually improve customer satisfaction and maintain a clear and consistent focus on delivering outstanding customer experience

### **Health, Safety and Wellbeing**

Contribute to the management of health and safety risks and the creation of a positive health and safety culture to safeguard the health, safety and wellbeing of yourself and others. Understand your health and safety responsibilities and comply with council policy and procedures

## **Key objectives**

- To follow procedures to ensure payment of the correct benefit promptly and efficiently in a respectful, fair manner and maximise the return in Government subsidy (circa £180m).
- To maximise the awareness and 'take up' of housing benefit, council tax support and other welfare benefits in order to ensure all people are receiving the correct entitlement as well as generate extra money which will be fed back into the community.
- To contribute to the performance for the service and complies with the speed of processing target in order for claimants to receive the correct amount of benefit in the quickest time.
- Wherever possible to resolve calls at the first point of contact to the satisfaction of the customer.

## Competencies and other requirements

We use the following criteria below to assess your suitability for the role; please refer to the recruitment & selection column to establish at which stage the criteria are assessed. Requirements assessed at the 'Application' stage represent the minimum essential requirement for shortlisting purposes

Behaviours	Recruitment and selection
<p><b>Working together</b></p> <p>You understand and focus on customer satisfaction and work well with colleagues and partners.</p> <ul style="list-style-type: none"> <li>• You deliver exceptional customer service – you understand and are attentive to the needs of your customers</li> <li>• You listen to the views of others and seek them out</li> <li>• You support and show consideration for others</li> <li>• You work well with colleagues and partners and acknowledge the different ideas, perspectives and backgrounds of others</li> <li>• You are committed to the protection and safeguarding of children, young people and vulnerable adults</li> <li>• You share information and expertise with others</li> <li>• You are honest, you respect and you build relationships of trust</li> <li>• You share your achievements and acknowledge the achievements of others</li> </ul>	<p style="text-align: center;"><b>Application form/interview</b></p>
<p><b>Resourceful</b></p> <p>You apply expertise, solve problems and make improvements to deliver the best possible customer outcomes.</p> <ul style="list-style-type: none"> <li>• You plan and organise your work and manage your time effectively</li> <li>• You gather relevant information, analyse it and make timely informed decisions in the course of your work</li> <li>• You are flexible and adaptable</li> <li>• You respond constructively to change</li> <li>• You demonstrate financial awareness relevant to the job you do</li> <li>• You use your initiative and are creative in problem solving</li> <li>• You deliver results and demonstrate commitment to serving customers</li> </ul>	<p style="text-align: center;"><b>Application form/interview</b></p>
<p><b>Personal responsibility</b></p> <p>You take responsibility for your work, your environment and your development.</p> <ul style="list-style-type: none"> <li>• You are trustworthy and reliable</li> <li>• You pay attention to your own health, safety and wellbeing and that of others</li> </ul>	

<ul style="list-style-type: none"> <li>You acknowledge errors, report them as appropriate and play your part in addressing them</li> <li>You appropriately challenge unhelpful behaviour</li> <li>You seek feedback and review your own contribution</li> <li>You are open to change and improvement</li> <li>You take responsibility for your development</li> <li>You are enthusiastic about and take pride in your work</li> <li>You act as an ambassador for the Council to our customers</li> </ul>	
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<b>Knowledge, skills &amp; experience</b>	<b>Recruitment and selection</b>
Demonstrates sufficient knowledge of HB/CTB legislation, interpretation and practice such that is able to understand, explain pieces of legislation within the structure of procedural arrangements.	Application Form Interview
Demonstrates sufficient experience in using PC based software applications, demonstrated by an ability to use word processing to compile letters and spreadsheets to review data.	Application Form Interview
Demonstrates good experience of customer/public contact demonstrating excellent communication and interpersonal skills across a range of media including demonstrating experience of dealing with and defusing conflict ensuring that every customer is treated equally.	Application Form Interview
Demonstrates sufficient experience of accurately maintaining and interpreting personal and financial data demonstrated by experience of working in a benefits environment.	Application Form Interview
Demonstrates sufficient ability to effectively manage and prioritise workload in a pressurized, target- driven organisation, demonstrated by an experience of a performance management regime recognising contribution towards service plan performance targets.	Application Form Interview

<b>Other requirements</b>	<b>Recruitment and selection</b>
GCSE A to C level including Mathematics and English or equivalent work related experience.	Application Form
IRRV Part / Technician member or other relevant qualification is desirable or ability to work towards.	Application Form
This position is subject to a criminal records disclosure check	<b>YES</b>
This is a politically restricted position	<b>NO</b>