

JOB DESCRIPTION

Job Title: Data and Information Support Officer Service: Revenues & Benefits	Post No: Section:	Hoople Band: C Location: Auxilium House
Organisational information: Responsible to: Revenues and Benefits Operational Manager Dimensions of role: To support the Revenues and Benefits Operational Manager with data intelligence, KPIs and monitoring. Collating actions and following up on outcomes, organising the daily inflow of information requests, and supporting the wider service. Supporting the Revenues and Benefits management team with information to enable them to manage services effectively. Key relationships/Functional links with: Internal: Revenues & Benefits team External: All external partners including Herefordshire Council and DWP.		
Main Purpose of Job: • Support Revenues and Benefits Operational Manager with monthly reporting, including analysis from various systems. • Daily management of the Revenues and Benefits Operational Manager mailboxes and arranging meetings. • Collate responses needed for the Section 151, Herefordshire Council. • Present data to Managers in an easy read format. • (duplicated below)Preparing details for EAS access for DWP tokens. • Collating and updating Key performance indicators data and identifying benchmarking information. • Interrogate the data and look for trends and use this information to inform the Management Team. • Take minutes and actions at Revenues & Benefits meetings and collate actions. • Provide business administration support to the of Revenues & Benefits management teams. • Check and raise invoices for services we supply • Raise and process purchase orders, reconciliation, process incoming invoices and deal with queries, escalating decisions to the appropriate people.		

Main Responsibilities / Accountabilities:

The jobholder will be expected to complete the responsibilities / accountabilities effectively in order to deliver the key objectives of the organisation

Provide an end-to-end support function to the Revenues and Benefits Operational manager, to enable the smooth daily running of the service, highlighting priorities and managing expectations.

Co-ordinate and collate actions from meetings, queries from the s151 officer and information requests, providing timely responses and removing duplication of information sharing.

Provide management information from the data via our systems and external resources, ensuring all reports are reconciled and checked for accuracy identifying any concerns.

Raise monthly invoices to Herefordshire Council and customers for costs of services.

Complete monthly KPI's and annual returns where needed.

Provide support with meetings internally and with Herefordshire Council, DWP, BID and other external partners.

Work in line with Hoople's vision and values.

Job Activities:**Frequency**

Manage the mailbox, phone calls and information requests for the Revenues and Benefits Operational Manager.

Daily

Mange, respond and collate responses to the s151 officer at Herefordshire Council.

Daily

Collate monthly data spreadsheets timely for managers meetings, developing the reporting to provide trends and information for decision making.

Monthly

Collate New Starter information to enable system approvals

As Required

Preparing details for EAS access, with the DWP checking DBS and BPSS to issue tokens.

As Required

Timetable and planning for peak workload pressures, and annual billing.

Annually

Ensure KPI information and data is collected and recorded accurately	Monthly
Collate outstanding hardship and approval requirements, in preparation for meetings with the s151 officer.	Monthly
Provide data for audit requests.	As required
Ownership of procedure notes and processes, cross referencing and updating with legislation and operational changes.	As required
Updating the weekly statistics spreadsheets.	Weekly
Collating Benchmarking information, actively engaging sources of benchmarking information.	Ongoing
Produce accurate reports from the data of our systems in a digestible easy read format.	Monthly
Raise purchase orders and invoices for Revenues and Benefits.	As required
Maintain compliance recording for DBS, Academy access, and mandatory training.	As required
Invoice monitoring of monies owed, ensure invoices are raised and paid timely with clear descriptions, liaise with finance colleagues.	Monthly
Arrange and attend formal meetings with staff, professionals and stakeholders taking minutes, actions and planning calendars.	As required
Sharing success stories with the communications team and prompting the Revenues and Benefits service.	Ad-hoc
Support and work with the wider managers in Revenues and Benefits.	Daily
Maintain effective communication with internal and external partners.	As required
Maintain internal records and files to ensure we have evidence, oversight and governance.	Daily
Collate, monitor and follow up action points from internal and external meetings	Daily
Assist with preparation of recruitment documents	As required
Any other duties the post may be required to deliver within the Revenues and Benefits Service	As required

Manager Signature:		Date:	
Manager Name:	Sonia Lowther	Job title:	Revenues and Benefits Operational Manager

Date Job Description last reviewed