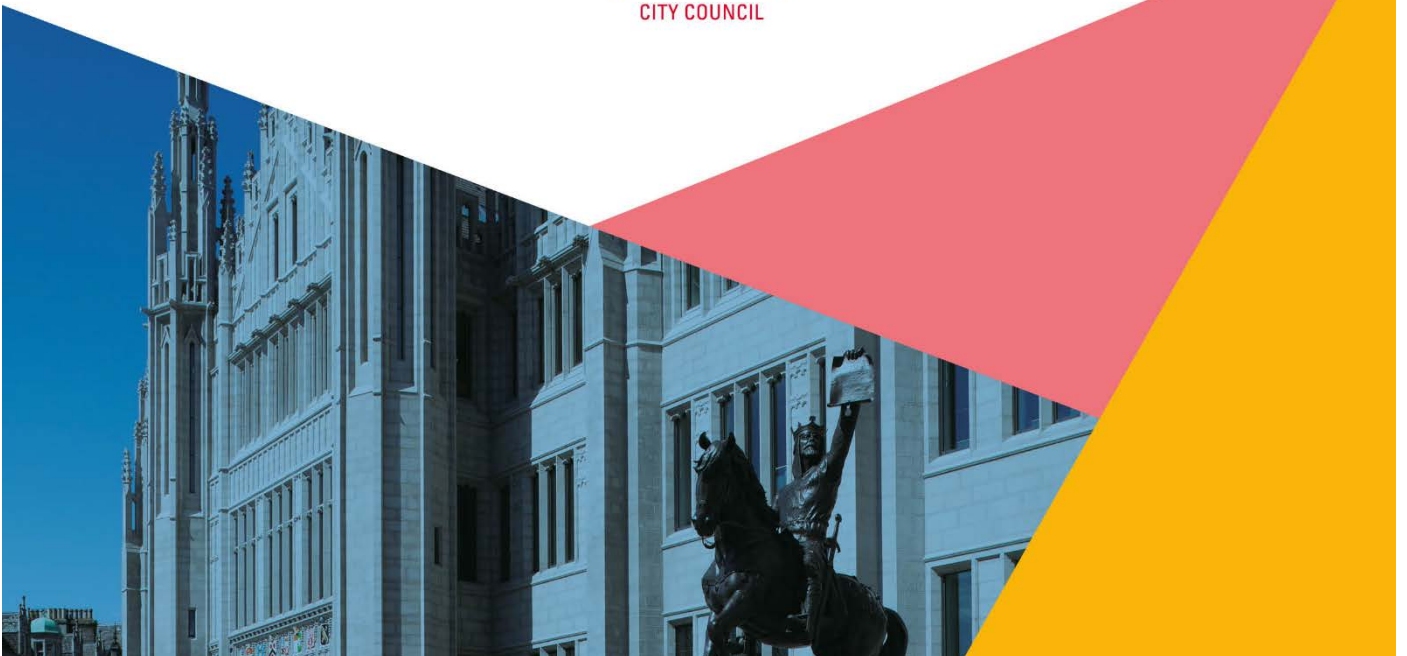


# SCOTTISH WELFARE FUND

## ASSISTANT TEAM LEADER



## About Aberdeen City Council

Our purpose is to ensure the People and Place of Aberdeen prosper and to protect the People and Place from harm.

The [Local Outcome Improvement Plan 2016 – 2026](#) (LOIP) identifies how Aberdeen City Council, together with our [Community Planning Partners](#), will tackle the key issues facing our city to ensure Aberdeen is a place where all people prosper. The LOIP sets out our shared promises to the people of Aberdeen:

- **Prosperous Economy** - Aberdeen has a flourishing, thriving and successful local economy.
- **Prosperous People** - People in Aberdeen are happy, healthy and enjoy positive life outcomes.
- **Prosperous Place** - People experience Aberdeen as the best place to invest, live and visit.
- **Enabling Technology** - Innovative, integrated and transformed public services.

To deliver our promises to the city of Aberdeen, our focus is on:

- Empowering staff to meet priority outcomes
- Empowering the communities we serve to be self-sufficient
- Early intervention and prevention of harm to the people, place and economy of Aberdeen
- Connecting with citizens, customers and partners through our use of digital
- Using data and information to help us understand the demand on the Council and how we can better meet our outcomes
- Being entrepreneurial - creative and innovative in how we do our business.

We count on our employees to be enthusiastic and proactive public servants, who are committed to our purpose and motivated to make a positive and lasting difference to the city and its people.

Aberdeen City Council is arranged into six functions. Each function is divided into clusters, and within each cluster are service areas/teams.

## About the *Customer* Function

This function is responsible for the management of the ACC customer 'platform', consolidated customer functions and has the duty of dealing with the first point of enquiry, assessment, managing demand and interfacing with operations where this is necessary. The function is focused on helping individuals and communities to help themselves, where appropriate, as part of the whole system overview of demand which the Council is facing.

The function is there to offer more of our service delivery to be offered through digital means', to enforce customer standards and to, overtime, build deeper and broader services directly through to customers and communities and away from 'services'. The role is highly reliant on the IT and business intelligence functions and the owner of the Strategic Digital Partner

## About the *Customer Experience* Cluster

This cluster is responsible for managing all internal and external customer contact across all channels (face to face, telephony, mail, web, social media etc).

## About the *Scottish Welfare Fund* team

The Scottish Welfare Fund came into law from 1 April 2016. The Act is supported by the Welfare Funds (Scotland) Regulations 2016 and statutory guidance and this now places a statutory function on Local Authorities to administer the Scottish Welfare Fund. The objectives of the scheme are to provide a safety net in a disaster or emergency, when there is an immediate threat to health or safety (Crisis Grants) and to enable people to live independently or continue to live independently preventing the need for institutional care (Community Care Grants).

## About the Role

This section should sum up the role in a positive and motivating way demonstrating how it contributes to the bigger picture. It should include:

- The purpose of the role
- Where it fits in the organisation and how it contributes to the bigger picture
- What qualities are required to make someone successful in the role – eg a solutions-focussed approach, an eye for detail etc

### Job Title

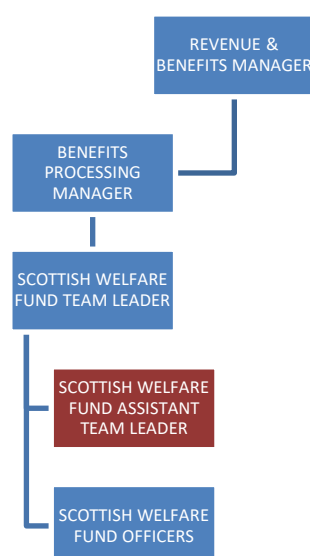
Scottish Welfare Fund Assistant Team Leader

### Grade

11

### Location

Marischal College



## Key Outcomes and Task Examples

### The post holder will assist with:

### Examples of related tasks:

Implementation, development, co-ordination and operational management of the Scottish Welfare Fund.

- Assist with the Co-ordination of the Scottish Welfare Fund including staff resources.
- Attend decision making workshops and meetings and ensure any new or revised procedures are cascaded to the Scottish Welfare Fund team.
- Assist the Scottish Welfare Fund Team Leader with the monthly budget reconciliation.
- Assist with the management of the Scottish Welfare Fund review process.
- Provide advice and guidance to customers, partners and stakeholders.
- Escalate staff enquiries to suppliers regarding fulfilment of Community Care Grants.
- Develop, record, analyse and produce reports.

Supervision, training and development of staff

- Undertake quality assurance checks on orders made and Invoices received providing advice and training on remedial action.
- Staff training – new starts and continual development
- Prioritise and manage workloads.

## Minimum Role Requirements

This section includes what the post holder needs to carry out the role or, for recruitment purposes, enables applicants to decide whether they meet these requirements.

### As a minimum

- DWP Benefit and legislation.

Demonstrate skills and experience in	<ul style="list-style-type: none"> <li>• Dealing with members of the public in stressful and demanding circumstances both face to face and by telephone.</li> <li>• Ability to communicate information to customers, partners and stakeholders and to ensure effective signposting of assistance and support.</li> <li>• Ability to produce accurate information and meet deadlines.</li> <li>• Ability to make decisions in difficult or ambiguous situations.</li> <li>• Ability to understand and apply policies and procedures.</li> <li>• Ability to use a range of computer packages e.g. Microsoft Office.</li> </ul>
Demonstrate commitment to	<ul style="list-style-type: none"> <li>• The principles of the LOIP.</li> <li>• Improving the customer experience.</li> </ul>
Demonstrate understanding of	<ul style="list-style-type: none"> <li>• DWP Benefits system and Scottish Welfare Fund Legislation</li> </ul>

Behaviours	
The post holder needs to demonstrate the following behaviours:	
Communication	Communicates in a way which is clear, open, honest and constructive; shares, listens and responds to information, options, ideas and instructions.
Customer Focus	Recognises customer service is part of everyone's job; takes into account customer needs and expectations; strives to meet expectations where possible, manages expectations where this is not possible; is proactive in improving the service
Professionalism	Maintains the standards expected by the service and the organisation at all times; remembers that they are representing the Council
Respect	Behaves in a way that demonstrates respect for people, property and policy
Leadership Behaviours <i>(Management Posts only – delete if not applicable)</i>	
Creative Thinking	Looks for creative ways to continuously improve the service
Engagement	Understands the importance of employee commitment; creates a positive atmosphere which motivates people to contribute to the task at hand
Future focus	Looks to the future of the organisation and its contribution to the City; focuses on sustainability; has a business focus; is commercially aware – understands that everything has a cost and is able to make best use of all resources; understands how the organisation operates both formally and informally; demonstrates awareness of political sensitivity
Leadership	Provides active leadership to the team, service or organisation; demonstrates organisational values, transparent in approach, ethical, encourages trust and respect, is self-aware and self regulates their behaviour

Other Requirements	
<ul style="list-style-type: none"> <li>▪ Travel as required in relation to the needs of the Service</li> <li>▪ Work at alternative locations as required</li> </ul>	

Function	Customer	Cluster	Customer Experience
Version Date	22/09/2021	JE Number	555-1