



JOB TITLE:	Advanced Support Officer		
GRADE: JOB CODE:	G9 CHI340ADVAG9	SERVICE AREA:	Money Home Job – Housing and Welfare Services
REPORTS TO:	Senior Housing and Welfare Officer	LOCATION:	Any council premises
SPECIAL CONDITIONS:	<p>Working outside of standard office hours may be required. There is a requirement to work flexibly at all times with due regard to prevailing workloads and priorities. Attendance at evening and other out-of-hours meetings as required.</p> <p>That in booking leave regard is given to service/team needs, workloads and deadlines in order to maximise resources during peak customer demand and to ensure delivery of performance targets.</p>		

At Walsall Council, we believe that people are at the heart of everything we do. In our work, the way we listen and respond to our customers and colleagues will determine the way we grow and bring Council's vision to life. To succeed, we must push the boundaries of customer service and added value - outstanding is the new standard and the new routine. Using evidence-based insight into solving problems, managers will create an environment that provides opportunities for all individuals and communities to fulfil their potential. As leaders of people, managers will:

- Work collaboratively to develop strong working relationships and provide a bridge between the council and the communities it serves;*
- Embrace change and strive for improvement continuously;*
- Provide value for money to ensure services are delivered in a timely fashion, combining sustainability with quality;*
- Challenge the status quo, enable and empower, act with integrity.*
- Together, they will deliver services that the people of Walsall will be proud of.*

1. Corporate duties and accountabilities:

- The post holder will comply with and promote the Council's Health, Wellbeing and Safety at Work policies and ensure these are implemented effectively within his/her areas of responsibility.
- A priority for the Council is the protection of vulnerable people, ensuring they are able to live as independently as possible. The post-holder will promote and engage with Council's responsibility to safeguard the welfare of children, young people and adults, and protect their right to be safe from harm.

- Through personal commitment and clear action, the post-holder will promote the Council's employment policies, with particular reference to diversity, equality of access and treatment in employment, service delivery and community involvement. To support/develop a working culture within these services that reflects the corporate vision.
- Ensure that the services provided aligned to the Council strategy, vision, aims, objectives, priorities and continuous improvement programme and play their part in achieving these. This includes compliance with Standing Orders, Financial Regulations, Code of Conduct and the Councils Policies and Procedures.
- This job description sets out a summary of the duties and accountabilities of the role. It is not intended to be exhaustive.

2. Main purpose of the job role:

The main purpose of this job is to:

Help front line staff to help residents

To monitor service performance

To support self-management and within teams

To work and remove failure demand in systems

To provide complex technical advice to front line staff in one or more of the following specialist areas:

- Income Maximization and Contribution Based Charging Assessments
- Homelessness and Housing Management
- Money Management, Debt and Welfare Benefit maximisation

In the first instance they will be supporting staff helping customers within the first stop shop, housing projects and localities. They will already have specialist knowledge in one or more of the disciplines above but will also be expected to gain understanding and knowledge across a wide range of Partners and Council services. The individuals will have no direct line management responsibility but will be expected to support staff in any HR, performance, development issues or opportunities. The roles are key to the successful embedding of the transformation of the service using Systems Thinking.

The post holder will be passionate about helping customers when and where they need it and will be responsible for ensuring that staff are equipped to meet customer demand or can get further help from services.

3. Role specific duties and accountabilities: please refer to [role of the manager](#) detail or advice & guidance document

Horizon Scanning

- To promote a culture where customers are given the advice they need to be able to make decisions about their own lives and develop the skills they need to resolve their own problems in the future.
- To support the development of a culture of continuous quality improvement within the services for which the jobholder is accountable, providing advice and encouragement for the implementation and monitoring of quality policies, standards and systems.

- To promote the importance and benefits of quality and to lead the continued achievement of quality standards, including Investors in People and other relevant quality accreditations.
- To ensure that output and quality of work is of the highest quality and accords where appropriate with current regulations/legislation/Council standards.
- To promote/lead in the development and implementation of new ways of working and modernised service delivery, including the use of e-working.
- To develop/support and promote a strong customer-focussed performance culture within the service team, ensuring the provision of cost effective, efficient, high quality services to the Council, its members and its departments in line with their identified needs.
- Ensure services are provided to the highest possible standards within the resources available. To implement effective systems for setting targets, managing performance, reporting systems, identifying and overcoming weaknesses and delivering sustained improvements.
- To ensure services proactively support internal and external partners in areas of their work which have a relevant dimension. Where applicable, to negotiate service level agreements with client departments/project coordinators/partners to ensure roles and responsibilities are clearly understood and that the outcomes for the post holder's services are achievable. To provide analyses and reports as appropriate.
- Provide clear, balanced and accurate advice and guidance to the senior management team on issues arising within the postholder's areas of responsibility.
- To ensure that all data pertaining to the delivery of the service is accurate and that the monitoring and review of processes and practices relating to data is timely and robust. Where significant issues are identified appropriate remedial action is taken to address them.

Leading People

- To help staff to help customers and to assist lead officers within Money, Home, Job to ensure that customers are given the help they need when and where they need it.
- Work directly in a psychologically informed environment (PIE) with Customers and supporting staff with customers as and when required, some of which will have very complex and emotionally challenging needs.
- Excellent Communication and Leadership skills to ensure teams understand and buy into the Vision for Money, Home, Job
- To provide systems thinking and emotional support to teams.
- To coordinate and where appropriate take part in the emergency out of hours duty rota relating to vulnerable customers living within temporary accommodation and / or supported housing provision.
- Provide leadership and a strong sense of direction and purpose within the team(s) for which the jobholder is accountable

- Manage the selection and deployment of people for whom the jobholder is responsible to maximise their contribution to corporate and team goals.
- To manage the performance of the service team(s) for which the jobholder is responsible, and to respond and deal with weak/poor performance. To develop appropriate performance indicators as required.
- To promote the development of a confident learning culture within all service areas for which the jobholder is responsible, including the requirement that all staff have and achieve personal/professional development plans that are integrated with the Service Plan.
- Manage the personal development scheme/strategy with respect to staff within the post holder's team in accordance with the council's Policies.

Managing Resources

- To design and deliver training in your specialist area in order to raise capability in the wider workforce.
- To be responsible for ensuring all buildings and equipment owned or managed by the Council meet the correct standards of repair and that all responsibilities under health and safety are carried out effectively.
- To attend relevant multi-agency meetings and conferences with the aim of safeguarding clients and/or representing the interests of the Council.
- To develop/support and promote a strong customer-focussed performance culture within the service team, ensuring the provision of cost effective, efficient, high quality services to the Council, its members and its departments in line with their identified needs.
- Ensure services are provided to the highest possible standards within the resources available. To implement effective systems for setting targets, managing performance, reporting systems, identifying and overcoming weaknesses and delivering sustained improvements.
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- Provide clear, balanced and accurate advice and guidance to the senior management team on issues arising within the post holder's areas of responsibility.
- To ensure that all data pertaining to the delivery of the service is accurate and that the monitoring and review of processes and practices relating to data is timely and robust. Where significant issues are identified appropriate remedial action is taken to address them.
- To manage the effective planning, deployment and control of the resources available so as to enable the achievement of agreed targets, objectives and standards. To restructure services as necessary, adhering to Working Smarter principles to ensure resources are deployed to optimal effect.

Managing Performance

- To support front-line staff to make appropriate statutory decisions in accordance with relevant legislation.
- To support staff and ensure that any performance issues are understood and supported.
- To have an understanding of key measures within the system and prepare reports on progress of these measures to the Systems Leader and staff.
- To understand and remove system conditions that adversely impact customer service in any part of the organisation and working at any level. To understand and remove failure demand within a system and to improve the flow of value work.

Managing Self

- To have and maintain in depth knowledge of relevant legislation, regulations, case law and best practice and understanding of systems and procedures.
- To have responsibility for key pieces of work including tribunal or court attendance which would include preparation and presenting in court in a variety of highly sensitive cases.
- To take on case work themselves to help residents when and where they need it (when helping customers or staff a considerable element of work will be in customers' homes, in the First Stop Shop or on the telephone where they will be exposed to adverse conditions and casual or serious abuse at least once a day).
- The post holder is responsible for his/her own self development on a continuous basis and for developing and maintaining a substantial body of up-to-date knowledge of the specialist area and a detailed generalist knowledge across a wide spectrum of related fields, and as such will be expected to undertake suitable development and training.
- To enhance own performance, working constructively with the line manager to identify
- The post holder must also undertake other duties within his/her competence or otherwise appropriate to the grading of the post as required.
- This job description sets out a summary of the key features of the role. It is not intended to be exhaustive and will be reviewed periodically to ensure it remains appropriate for the role.
- The areas for which the jobholder is responsible will be kept under review and may change over time in response to emerging priorities and organisational development.

4. Key Stakeholders and reporting lines

- Internal and external partners
- Reports to Senior Housing and Welfare Officer

JOB TITLE Advanced Support Officer		GRADE G9	
Using the Job Description consider what essential behaviours, abilities and knowledge are required by a person to perform each of the main activities and accountabilities of the job safely and effectively.		Indicate when Assessment is possible: at Application form=A interview=I both=A/I test = T	WEIGHT CODE shows relative importance Low=1 Medium=2 High=3
Behaviours: <i>refer to corporate behaviours document</i>			
Professionalism - Actively seek ways to prevent over-complication or confusion of service delivery through innovation, being open to change and the removal of barriers including challenging negative behaviours.		I/S	3
Leadership - Leads by example, optimising those resources allocated, Communicates clearly taking account and welcoming feedback. Takes a positive and resilient approach to change understanding the longer-term vision of the Council and/or service areas.		I/S	3
Accountability - Adopt a 'can do' attitude in the work that I deliver taking accountability for my own performance and development and responsibility for my actions and decisions. I will demonstrate inclusivity and promote the values of diversity and equality.		I/S	3
Transparency - Work with others to reach a common goal; sharing information, supporting colleagues and searching out expertise and solutions from relevant partners and/or communities we serve.		I/S	3
Ethical - Aware of own impact on others through valuing openness, treating everyone with respect and listening carefully to understand the views of others in order to build trust.		I/S	3
Abilities/Skills: (refer to JE guidance document)			
Cares about customer service.		I	3
Strong listening skills		I	3
Able to successfully work with teams to develop a group drive to achieve outstanding performance.		I	3
Ability to work autonomously and under pressure using initiative to deliver something new for stakeholders with little direction.		I	2
Analytical skills and the ability to communicate a range of issues to a variety of audiences.		I	2
Ability to support staff to make complex, critical decisions with skill.		I	3
Highly developed creative and developmental skills to analyse and interpret complex customer information and produce long term solutions.		I	1
Ability to interpret legislation and law and how it impacts customer service delivery.		I	3
An understanding of Systems Thinking methods and techniques.		I	2
A strong understanding of the legislation for Health & Safety in the workplace.		I	3

An ability to understand people and the complex nature of some of their interactions	I	2
Acts in a collegiate and collaborative way that engages with people at all levels.	I	3
Clear communicator ability to receive and present complex, sensitive or contentious information to groups, overcoming barriers to communication.	I	2
Highly customer focused.	I	3
An understanding of customer demand and services alignment to customer demand	I	3
Highly motivated, resourceful and resilient.	I	2
A clear ability and skills to work in a Psychologically Informed Environment	S/I	2
Strong commitment to the delivery of customer services and the link with staff empowerment and organisational savings.	I	2
Strong commitment to equality of opportunity and accessibility.	I	3
Strong commitment to ongoing development of self.	I	3
Strong commitment to service delivery and customer excellence.	I	3
Experience and Qualifications		
Qualification – degree/professional qualification/ HND or experience Experience - Significant experience of helping customers. Significant experience of developing and maintaining good working relationships with a wide range of stakeholders to deliver tangible results. Significant experience of working with others to people to deliver service improvement.	S/I	3