WOKINGHAM BOROUGH COUNCIL	**Job Description**			Job Reference
				706313
Job Title	Deputyship Officer			
Service	Resources and Assets	Team	Income & Assessments	
Location	Shute End/Smart Working			
Reports to	Deputyship Team Leader			
Grade	Type of position:			Date:
5	Full time/Permanent			23.10.2024

This job description has been designed to indicate the general nature and level of work required of the post to indicate the level of responsibility. It is not a comprehensive or exhaustive list, and the line manager may vary duties from time to time which do not change the general character of the job, or the level of responsibility entailed.

Service Purpose

To maximise collection of Council Tax and Business Rates revenue, housing benefit overpayments or sundry debt by utilising the most appropriate method of recovery. Including attachment of earnings/benefits, charging orders, instructing enforcement agents, and other available means.

To support those in financial difficulty by paying housing benefit, council tax reduction or by providing the appropriate advice and support relating to other welfare benefits.

The Deputyship team manage the finances of vulnerable adults who have lost capacity to do so for themselves and provides support and advice to other internal and external agencies such as Adult Social Care and Community Mental Health teams.

Purpose of the role

The role will require you to manage the finances of vulnerable adults who have lost capacity to do so for themselves. This can include paying bills, making benefit applications, and supporting financial decisions in the home. This will entail but not be limited to:

- Working closely with internal and external organisations such as Adult Social Care, the DWP, Office of the Public Guardian, Court of Protection, to ensure our clients' finances are safeguarded.
- Making applications to the Court of Protection and the Department for work and pensions to manage the financial affairs of clients who do not have the capacity to do so for themselves, ensuring we are delivering a superior service for our clients.
- Maintaining a knowledge of the relevant legislation required of a Deputyship Officer.
- Visiting clients, Carers, or other agencies as required and in accordance with the Code of Practice for Deputies. Attending Seminars as applicable including representing the Council at The Association of Public Authority Deputies and other relevant Conferences/Meetings as deemed necessary.

Main Accountabilities

1	Having an interest and understanding of the specialist area (namely Deputyship) and a willingness to progress within the specialism.
2	Working within statutory, Council and Government guidelines and ensuring statutory compliance in the delivery of the service
3	Maintaining a case load of clients and under guidance of senior officers administering more complex cases
4	Preparing referrals and reports for the Office of the Public Guardian
5	Maintaining and updating the knowledge of the service throughout the organisation including the updating of thresholds, rules, scripts, developing best practice and contributing to continuous improvement in service delivery.
6	Supporting the application of knowledge to support lead projects. Contributing to the development of corporate policy, strategy and plans including responding to legislative and guidance changes.
7	Providing advice and input to the delivery of excellent customer service working with customer facing staff and staff with other specialist areas to provide seamless services to customers.
8	Providing advice and input to the commissioning cycle, commissioning and contract management.
9	Your duties may vary from time to time within the broad remit of your role and grade. You are required to undertake any such reasonable and appropriate duties.

Supervision Received	Reporting to the Deputyship Team Leader or Senior Officer's via 121's /APR's
Supervision Given	General guidance and support to other team members
Contacts & Working Relationships	Head of Income and Assessments Assessments Manager (Service) Adult Social Care Community Mental Health Welfare Assessment Manager Benefits Manager Working with internal and external key stakeholders. Office of the Public Guardian DWP, CAB and Voluntary Sectors.
Management of resources or budget	n/a
Special Factors	Full driving licence and access to a car. A DBS check will be required for this role and a full previous 5 years work history.

Organisation Chart



Person Specification		
Focus on describing the qualifications, skills, knowledge and experience an individual will require to successfully undertake the role. These should be split between essential and desirable.		
Qualifications	**Essential**	**Desirable**
	Evidence of continuous professional development Good standard of education including English & maths GCSE grade C or above or equivalent.	
Technical Skills.	**Essential**	**Desirable**
	Knowledge of the legislative frameworks surrounding the area of specialism (Deputyship) Good IT skills including office software such as Microsoft Word, Outlook, Power Point and Excel. Good written and verbal communication skills Ability to extract and assess important information. Able to learn, follow, interpret, enforce and communicate policies and procedures. Ability to establish positive and effective relationships and work with partners, residents, businesses and other stakeholders. Ability to take ownership and manage own workload to meet the demands of the service. Willingness to learn with the motivation to succeed. Able to work with high levels of accuracy Ability to work under own initiative. Reliable, committed and punctual. Flexible approach to changing work demands and a proven ability to progress developments and improvements in working practices.	Presentation skills, able to engage an audience. Able to interrogate & analyse data and information.
Completed by:	Andrew Kupusaravic	**Date: 24.10.24**