



**Wigan<sup>♥</sup>  
Council**

### **Request**

I request a job profile including the job description for an income maximisation officer employed by Wigan council.

### **Response**

[Please see attached](#)

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## Your job

**Job Title: Customer Officer Income Maximisation**

**Service: Customer Experience and Support**

**Grade: G6**

**Reporting to: Assistant Business Partner - Income Maximisation and Workflow**

Your role will be to support our data led approach to maximise income and welfare rights and advice and referrals for support from professionals and the borough's residents, using the most appropriate contact channels, like face to face, phones, letters, emails and text messaging.

You will assess, calculate, decide and award claims including, but not exclusively, Council Tax Reduction, Discretionary Housing Payments and Discount and Exemptions, supporting residents to complete forms for Housing Benefit and associated processes, Blue Badges and any other entitlement they may have.

You will support the facilitation of income maximisation activities in community and local authority venues, working with partner organisations to improve customer experience and outcomes for them.

You will adopt a holistic approach, maximising income and engaging with customers about any outstanding debt, accurately capturing information and signposting them to the most appropriate support options.

You will signpost customers to digital and online help and courses, and any health and wellbeing programmes, events and activities that may be of benefit, to support digital inclusion, reduce social isolation and build self-reliance and lead to a healthier and happier life.

You will provide support to customers for welfare rights and advice and income maximisation enquiries encouraging take up of benefit entitlement ensuring interested services are made aware, during high demand you may need to provide support to Collections phonelines.

You will contribute to maximising collection of corporate revenue streams, signposting to advice and information that helps alleviate indebtedness and poverty by promoting effective payment arrangement.

You will predominantly work Monday to Friday and hours will vary between 7:00 am and 19:00pm in line with the needs of the service demand. You will occasionally be required to work outside these hours and in these circumstances, you will be allocated equivalent time off Monday to Friday, assigned on a rota basis.

### **Mandatory Statement**

The Council is committed to complying with European General Data Protection regulations (GDPR) and meeting the requirements of the Information Commissioner's office (regulating data protection compliance in the UK). It is your responsibility to ensure that the work you undertake is compliant with the General Data Protection regulations.

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## **In this job you will:**

In the next 12 months, you will:

- Actively engage with customers for the purpose of maximising household income by identifying potential benefit entitlements (both internally and externally to the council), providing appropriate advice, information and supporting residents to make claims for any unclaimed benefits where necessary
- Attend Income Maximisation events across the borough to provide benefit advice and assistance with completing any necessary claim forms if it is identified that a customer has eligibility towards an unclaimed benefit
- Accurately process applications for Discretionary Housing Payments, Discounts and Exemptions, Refunds and Section 13a, in line with same day same week processing, to ensure liabilities are accurate, right first time processing is established, enabling timely bills and statements to inform customers of their liability helping improve collection opportunities and keep our customers the focus of what we do
- Take follow up action as necessary to ensure that all relevant assessment information is obtained, verified and taken into account
- Administer the local welfare support offer including, but not exclusively, gas electricity vouchers, food pantry vouchers and third party referrals for food parcels and furniture, ensuring relief from immediate crisis for the most vulnerable people
- Review and refine customer details within digital systems to ensure liabilities and claims for an individual are appropriately linked,

coordinated and awarded right first time and that awards are recorded in the Welfare system for management information and recoding outcomes.

- Work in collaboration and liaise with the Department for Work and Pensions or the Council's Internal Audit Team linked to claims and awards of benefit, Council Tax Reduction or any other assessment where it has been identified as potentially fraudulent and to provide information to both in connection with investigations
- Work with stakeholders, partners, third parties contractors and other teams in the council to maintain and improve service delivery, communications and to gather relevant information, exploring and developing new customer welfare offers across the borough
- Actively assist in contributing to continual improvements in economy, efficiency, and effectiveness and of excellence of service enabling the section to work effectively and efficiently delivering best practice and quality services focussed on residents, their positive experiences and outcomes.

On an ongoing basis you will:

- Support managers to deliver effective and efficient services to our customers focusing on income maximisation and processing through right first time delivery
- Support the development and piloting of new ways of working providing feedback for areas of success to build more of the same and where development is required to strengthen and improve service provision
- Use digital and online systems to accurately follow processes and procedures to carry out the duties of the role in line with statutory legislation, regulations and council policies, procedures and strategies
- Deliver same day and same week processing reducing speed of processing, issue accurate assessments and keep our customers the focus of what we do
- Respond to customers and other organisations enquiries, emails, letters, telephone, requests, disputes, providing accurate, clear and informative advice and information and encourage customers and staff to engage digitally with the Council
- Be decisive and take accountability and action to deal effectively with escalated situations, in line with minimising the risk to the Council and service reputation
- Actively assist in contributing to continual improvements in economy, efficiency, and effectiveness and of quality of service enabling the section to work effectively and efficiently
- Contribute to the effective running and performance of the team, to meet priorities and objectives, by providing assistance and support to colleagues

- Actively participate in customer service changes to system processes and new processes and services to enhance the overall customer offer and experience
- Undertake any training required to work effectively in the role, supporting train the trainer, shadowing and coaching activities for new team members
- Work across Customer Experience and Support to provide services at any location in line with business needs
- Ensure strict compliance with General Data Protection Regulations, The Data Protection Act and confidentiality with the collection, use and storage of personal data at all times
- Ensure you operate within GDPR guidelines by regularly reviewing data held and destroying information in line with retention schedules

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## In this job you will need:

You must be able to demonstrate the following essential requirements:

- Relevant professional qualification or equivalent level of suitable experience
- Experience of engaging with customers channelling their transactions to a digital contact method
- Experience of considering the best approach to service delivery and making recommendations to modify/change as necessary
- Excellent organisational and communication skills
- Excellent knowledge of IT systems and inputting and extracting data with an ability to utilise the functionality to improve service provision and enhance the customer experience
- Experience of working in a fast paced environment whilst maintaining quality and accuracy
- Knowledge & understanding of the Digital First culture and what this means regarding changing customer behaviour and reducing cost to serve
- A good understanding of the legislation, policies and procedures and key operational issues relevant to the post
- Knowledge and understanding on the impact of poor customer service delivery and the link to the reputation of the Council
- The ability to set objectives, targets and achieve outcomes through collaboration with internal and external customers and partner agencies
- The ability to take accountability for day to day workload ensuring quantity and quality of work is in line with performance criteria
- Experience of effectively working as a team and supporting team members as well as the ability to use your own initiative
- The ability to identify problems, take ownership and actively seek and implement solutions

- Experience of working with multi-agency partners and the ability to influence and support them in achieving their goals.
- Have an ability to work flexibly in line with the demands of the service
- The ability to adopt a self-reflective approach to aid continuous professional and personal development

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## Our Culture

For us, it's not just about all we achieve as an organisation, but how we do it. Therefore, all employees are expected to display our **TeamWigan** behaviours.

<b>Be Positive</b>	“ Take pride in all that you do and support and develop yourself and others. ”
<b>Be Accountable</b>	“ Be responsible for making things better, enabling change and supporting improvement. ”
<b>Be Courageous</b>	“ Be open to doing things differently and working collaboratively with others. ”
<b>Be Kind</b>	“ Be helpful, generous and thoughtful towards yourself and others. ”

<b>G6</b>				
<b>SCP</b>		<b>Annual Salary</b>	<b>Monthly Salary</b>	<b>Hourly Rate</b>
14		<b>28,624</b>	<b>2,385.33</b>	<b>14.8365</b>
15		<b>29,093</b>	<b>2,424.42</b>	<b>15.0796</b>
16		<b>NOT IN USE</b>		
17		<b>30,060</b>	<b>2,505.00</b>	<b>15.5809</b>
18		<b>NOT IN USE</b>		
19		<b>31,067</b>	<b>2,588.92</b>	<b>16.1028</b>
20		<b>31,586</b>	<b>2,632.17</b>	<b>16.3718</b>