

**JOB DESCRIPTION AND PERSON SPECIFICATION**

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| Job Title: | Benefits Officer |
| HBC Grade: | HBC 4 |
| Service: | Benefits |
| Division: | Benefits |

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| **Main Purpose of the Role** |
| To undertake work concerning Housing Benefit and Council Tax Reduction, and to ensure that the Benefits computer databases are maintained at all times |

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| **Key Duties** | |
| **1** | In accordance with relevant legislation, policies and procedures:  • Assess and review ongoing entitlement to Housing Benefit and Local Council Tax Reduction claims.  • Ensure that any overpaid benefit is accurately assessed and recovered in accordance with Council guidelines |
| **2** | Accurately maintain and update computer systems.  • Process new Housing Benefit and Council Tax Reduction claims based on a range DWP working age income and Pension Service incomes.  • Assess and process all Benefit applications including self-employed and students.  • Process non-working claims for all tenure types.  • Determine good cause for back date and write off requests.  • Determine underlying entitlement when appropriate.  • Maintain accurate records relating to the Benefit Administration activity of cases. |
| **3** | Prioritise tasks in accordance with defined timescales. |
| **4** | Deal with incoming enquiries and contact customers via: telephone, writing or face-to-face |
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| **5** | Assist with the testing of computer software releases |
| **6** | Identify and refer potential fraudulent claims for investigation |
| **7** | Deal with the reassessment of claims following a fraud investigation |
| **8** | Maintain an up-to-date knowledge of relevant legislation and attend training courses as required. |
| **9** | Assist in the support and development of other team members |
| **10** | Undertake any other duties and responsibilities as may be assigned from time to time, which are commensurate with the grade of the job. |

The Council and its schools are committed to safeguarding and promoting the welfare of children, young people and adults and expect all staff, workers and volunteers to share its commitment.

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| **EDUCATION / QUALIFICATIONS** | **Essential** | **Desirable** | **How Identified** |
| A minimum of 3 GCSEs or equivalent at grade c or above which include Maths and English, or demonstrate the appropriate level of skills or experience | European Computer Driving Licence (ECDL)  IRRV Tech  Revenues and Welfare benefits Practitioner Apprenticeship | All essential qualification certificates must be presented at interview. |

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| **Essential Criteria** | | **How Identified** (delete as appropriate for each criteria) |
| **EXPERIENCE** | Experience of using IT Productivity tools including word processors  and spreadsheets | Application / Interview /Assessment |
| Ability to use internet-based services. | Application / Interview /Assessment |
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| **KNOWLEDGE** | Knowledge of health and safety requirements within an office environment. | Application / Interview /Assessment |
| Knowledge of data protection and confidentiality. | Application / Interview /Assessment |
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|  | Application / Interview /Assessment |
| **SKILLS & ABILITIES** | Ability to access information and make decisions in accordance with policies and guidance. | Application / Interview /Assessment |
| Ability to communicate in a professional manner, clearly and effectively with members of public and other organisations in a face to face environment, over the telephone and in writing. | Application / Interview /Assessment |
| Ability to prioritise work and meet deadlines. | Application / Interview /Assessment |
| Ability to work well within a Team and to work on own initiative | Application / Interview /Assessment |
| Ability to translate complex information into clear information for the customer. | Application / Interview /Assessment |
| Resilient- ability to deal with irate/difficult customers. | Application / Interview /Assessment |
| **Desirable Criteria** | | **How Identified** (delete as appropriate for each criteria) |
| **EXPERIENCE** | Previous experience of working within a Benefits or an office environment. | Application / Interview /Assessment |
| Previous experience of working with members of the public. | Application / Interview /Assessment |
| Experience of using Northgate (Revenues and Benefits) system. | Application / Interview /Assessment |
| Experience of using Information@Work document management system. | Application / Interview /Assessment |
| **KNOWLEDGE** | Knowledge of supporting legislation for Housing Benefits and Council Tax Reduction | Application / Interview /Assessment |
| Understanding the principles of Housing Benefit, and Council Tax Reduction | Application / Interview /Assessment |
| Experience of processing Benefit claims | Application / Interview /Assessment |
| Experience and knowledge of reassessing benefit claims following a fraud investigation | Application / Interview /Assessment |
| **SKILLS & ABILITIES** | Ability to advise claimants on a range of matters relating to their application. | Application / Interview /Assessment |
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| **Other Requirements** | **Essential** | **Desirable** | **How Identified** |
| An ability to fulfil all spoken aspects of the role with confidence through the medium of English |  | Interview / Assessment / Documentation |
| Flexible approach to working hours – willing to provide cover for the service at peak times. |  | Interview / Assessment / Documentation |
| A willingness to undertake training and development as required |  | Interview / Assessment / Documentation |

Please note: Front line posts with direct customer contact should include a statement detailing the spoken English language requirements of the post.

For office use only:

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| **Date Created:** |  |
| **Agreed by:** |  |

This job description is not intended to be either prescriptive or exhaustive; it is issued as a framework to outline the main areas of responsibility.