

**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 processorsand 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 |
|  | Application / Interview /Assessment |
|  | 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.