



Job description	
Job title	Benefits Officer
Grade	Pay Band G / 19-22
Directorate	Exchequer Services
Section/team	Revenues and Benefits
Accountable to	Revenues and Benefits Team Manager
Responsible for	none
Date reviewed	May 2022

Purpose of the Job

The post-holder will be responsible for the processing, assessment and input of all Housing Benefit and Council Tax Reduction claims in line with Regulations, the requirements of the Verification Framework, Council Policies, best practice and performance targets. The post-holder will ensure that claimants receive maximum entitlement to benefits and that claims are processed in an accurate and timely manner. The post-holder will assist with the provision of an efficient, effective, responsive and customer-focused service to clients and the Council.

Duties and Responsibilities

This is not a comprehensive list of all the tasks, which may be required of the post holder. It is illustrative of the general nature and level of responsibility of the work to be undertaken.

1. Process all types of Benefit claims, and documentation associated with a claim, to verification standards and in accordance with Regulations.
2. Update and maintain computerised records in accordance with Benefits procedures.
3. Deal with face to face, verbal and written enquiries.
4. Ensure that all appropriate methods are used to obtain a speedy resolution to queries and enquiries.
5. Initiate contact with customers and stakeholders via the appropriate media to achieve team and individual objectives.
6. Identify and classify benefit overpayments, take appropriate recovery action and deal with enquiries in accordance with Regulations and Council Policy. This includes processing, calculating and completing appropriate records in relation to fraud overpayments. (QB64/65, HBMS Referrals, WIB2's).



7. Liaise with internal and external customers and/or organisations as necessary.
8. Identify cases of suspected fraud and refer for appropriate action.
9. Undertake quality checks and complete appropriate documentation in accordance with verification requirements, council procedures and best practice.
10. Identify and examine disputed decisions and take the necessary action to amend, supersede, confirm the decision or refer the case to the Team Manager as a potential appeal in accordance with Disputes and Appeals Regulations.
11. Participate in projects designed to improve the quality of service provided.
12. Assist with ensuring effective team communication and participate fully in team and other meetings in line with the Corporate Communication Strategy.
13. Assist with the training and development of colleagues. Support the production of and adherence to procedure notes, manuals and documents and that these are accurately updated and reviewed on a regular basis.
14. Contribute to the production; implementation and monitoring of team plans and setting clear objectives, goals and targets to ensure that Divisional & Team Plans are met.
15. Actively participate in the Performance Review and Development process (MyTime), which contributes to Divisional, Team and Individual objectives.
16. Participate in all aspects of training and personal development to improve effectiveness, efficiency and service delivery. This could include participation in forums, meetings, presentations etc, when required, ensuring accurate information and / or minutes are taken.
17. Participate in the testing and reporting on new or upgraded computer systems.
18. Undertake quality checks in accordance with Council procedures.
19. Take personal responsibility for the secure recording, sharing and transfer of sensitive, confidential and personal information.
20. Any other duties commensurate with the grade that assists the Division in meeting its objectives and contributes to personal development.

Health and Safety

- To use equipment as instructed and trained
- To inform management of any health and safety issues which could place individuals in danger

Data Protection and Information Security

- Implement and act in accordance with the Information Security Acceptable Use policy and Data Protection Policy,
- Protect the council's information assets from unauthorised access, disclosure, modification, destruction or interference,



- Report actual or potential security incidents.

Knowsley Better Together – Staff Qualities

The following qualities have been adopted by the Council and apply to all employees. You are expected to embrace and display these qualities.

- **Integrity.** You are required to be open and honest, maintain high standards of personal behaviour and display strong moral principles.
- **Accountability.** You must take personal responsibility for your actions and decisions and understand the consequences of your behaviour.
- **Communication.** You must listen and talk to others, taking account of other people's points of view. You should share information and strive to work together.
- **Respect.** You must treat people with care and dignity, observing the rights of other people, and helping and supporting others where you can.