
Recruitment information

Job description and person specification

Your title Benefits Assessor

DBS check This post requires basic DBS

The aspects of this role that require this level of check are: Providing effective and supportive customer service, with key focus on vulnerable customers, including engagement with relevant service departments and agencies, including handling sensitive information from govt agencies.

Post number PRN000235

Your team Customer Operations and Transformation

You would be based Civic Centre, Esher

Your line manager Benefits and Council Tax Team leader



About the role

The responsibility for benefits assessments, along with council tax collection up to the point of recovery, are managed within the customer service team. We are on a journey to join some processes together to ensure service is more efficient, prioritising the delivery of a high-quality customer service experience.

The benefits assessor is responsible for the accurate assessment of housing benefits and council tax support claims, including updating council tax, to ensure our benefits assessments are resolved through one contact. The aim is to deliver efficient and effective outcomes for our customers.

The main purpose of the role:

Ensuring information and assessments are processed proactively and accurately, resulting in services being delivered efficiently and customers experience high levels of service and satisfaction.

Responsible for dealing with complex and challenging housing benefits and council tax support assessments, working within the legislative framework and within the service priorities.

Maximising opportunities for council tax collection; minimising benefits overpayments through implementing correct and appropriate policies and procedures.

Providing effective and supportive customer service, with key focus on vulnerable customers, including engagement with relevant service departments and agencies.

Specific duties and responsibilities

1. Efficient and accurate decision making for benefits assessments, including processing council tax changes wherever required
2. Compliance of all relevant legislation and regulations
3. Minimise overpayments by prioritising and actioning processes which will reduce the likelihood of overpayments

4. Ensure benefits claim processing times are achieved through following processes which enable customers to receive correct assessment decisions quickly.
5. Good working knowledge and experience of assessing DWP data to support accurate decision making
6. Good working knowledge of Universal Credit to ensure customers are provided with the appropriate level of benefits support
7. Proactively encourage customers to use the most efficient method to enable accurate and timely benefits assessments.
8. Maintain accurate records and information for the provision of services for customers, using the most appropriate system
9. Active participation working with people outside of customer service team, key focus is working with Finance and Housing
10. Knowledge and experience to achieve targets with minimal supervision
11. Actively make improvements which improves customer service team performance
12. Provide appropriate levels of support for vulnerable customers
13. Work as part of an effective team with a flexible approach to cover the variety of duties and demands.
14. Ensure a positive image to customers and other individuals and organisations and promote the service by whatever means are appropriate and available
15. Carry out other required duties in accordance with grade and responsibility level

Including the above duties, additional duties for SO1:

- Undertake all types of benefits assessments with consistently high financial accuracy
 - Undertake all types of benefits assessments with consistently high processing performance
 - Train/coach/support new/ inexperienced assessors
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What's missing?

Our job descriptions cover as much of the role as we can possibly get down in writing, but issues will arise, and we hope and expect that you will understand that and take on-board other tasks from time-to-time, in keeping with your role.

Your conduct

We expect the highest standards of conduct from our employees and at all time you must carry out your duties with integrity and in accordance with the Code of Conduct for employees.

Equal opportunities

We have a strong commitment to achieving equality of opportunity and expect all employees to implement and promote our policy in their own work.

Health and safety

We are committed to a healthy and safe working environment and expect all employees to implement and promote its policy in all aspects of their work.

Personal and sensitive data

You will have regard for the duty of care owed to personal data and sensitive personal data and any other confidential or sensitive information which you access in the course of your employment ensuring adherence to the Data Protection Act and the Council's Information Security Policy and related guidance.

Talent development

We have a talent development programme that includes regular one-to-ones, mid-year reviews, end of year performance reviews and a strong and varied learning and development programme.

You will be expected to get involved in this talent programme to ensure you are performing at the highest level.

Confidentiality

We are committed to maintaining privacy of all staff and customers. We expect all staff to handle all individuals' personal information in a sensitive and professional manner. All staff are under an obligation not to gain access or attempt to gain access to information they are not authorised to have.

Person specification

Please read the details on this form carefully before you complete your application form. This form lists the essential requirements needed in order to do the job.

Your written application will be considered in relation to the essential knowledge, skills, abilities, education and experience required for the job and candidates will therefore be selected for interview on this basis.

Elmbridge Borough Council is committed to providing the best possible services and ensuring they are accessible to all who need them irrespective of race, colour, ethnic or national origin, religious or political belief, Trade Union activity, age, disability, being male or female, married or unmarried, sexuality.

What you need to tell us on your application form:

- You will need to tell us throughout your application form and at interview how you can contribute to providing good quality services for all.
- For each of the requirements listed overleaf, you will need to explain how your skills, abilities, knowledge, education and experience make you suitable for this post.
- These may have been gained through previous employment, voluntary/community work, spare time activities, home responsibilities, training or languages spoken.
- You should also include anything else relevant to the job which you think we should know about.

We regret that we can only consider applicants who are already eligible to work in the United Kingdom

Title: Benefits Assessor

Post No: PRN000235

Team: Customer Operations and Transformation

Hours: 36

Salary: £35,964 - £41,084 (SC6-SO1 Bar 28)

Car Allowance: N/A

Key requirements	Desirable/ essential	To be tested by: Application1 (A) Test (T) Interview (I)
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Qualifications and Education			
1.	Education to GCSE, O Level or equivalent	E	A

Experience			
2	Demonstratable Experience of benefits administration	E	A, T, I
3	Experience of council tax administration	D	A,T,I
4	Strong customer contact skills	E	A, T, I
5	ICT /benefits systems knowledge	E	A, T

Knowledge, skills and abilities			
6	Knowledge of council tax and benefits legislation	E	A, T, I
7	Effective verbal and written communication skills	E	A, T, I
8	Strong organisation and planning skills	E	A, T, I
9	Effective problem solving	E	A, T, I
10	Able to work to challenging deadlines	E	A, I
11	Contributes to effective team work	E	A, I
12	Able to work on own initiative	E	A, I

13	Proactive approach to meeting the needs of customers	E	A, I
14	Effective IT skills	E	A, T, I

Special requirements			
15	Flexible approach to working patterns	E	A, I
16	Basic DBS	E	A

SO1 Requirements			
17	Consistently demonstrating high levels of financial assessment accuracy	E	A, T, I
18	Consistently demonstrating high processing performance for all types of benefits assessments	E	A, T, I
19	Deputise for team leader	E	A, T, I