

Job Description

Position Details

Position:	Benefits Officer
Directorate:	Adults & Communities
Service:	Benefits Service
Position no:	BG00280, BG00281
Grade:	4
Hours of work:	37
Work style:	Home Worker
DBS required:	Standard Disclosure
Contact:	Leanne Roberts
Date:	14 th August 2025

Politically Restricted? ☐ Yes* ☒ No

* The position is politically restricted within the provisions of the Local Government and Housing Act 1989 as prescribed in the Local Government Officers (Political Restrictions) Regulations 1990

About the Position

Reporting to: Team Manager Benefits

Responsible for: Assessment of Housing Benefit and Council Tax Reduction claims in accordance with Regulations. Assessment of Free School Meal and Schools Essential Grant applications and responding to enquiries from members of the public by telephone / email in relation to these applications

Principal Accountabilities

1. To comply with the relevant sections of the Authority's policy statement on Health, Safety and Welfare at Work.
2. To adhere to the principles of the Corporate Equality Policy and ensure commitment to anti-discriminatory practice.
3. To provide an effective and secure Benefits service that aims to pay everyone quickly, correctly, first time, every time and continue to deter fraud
4. To encourage the public to apply for all Benefits they may be entitled to.
5. To process Benefit applications in accordance with the Benefit Regulations.
6. To assess eligibility to free school meals and schools essential grants.
7. To classify overpayments correctly in accordance with Subsidy guidance.

8. Carry out interviews with members of the public as and when required over the phone and supporting face to face enquires where applicable.
9. To assist the Team Leader to carry out means testing for any other means tested benefits that may be transferred to the Service.
10. To liaise with other Departments within the Authority.
11. To strengthen partnership working, wherever appropriate, both within the Authority and with external organisations.
12. To adhere to the principles of the Corporate Equality Policy and ensure commitment to anti-discriminatory practice.
13. To undertake any other relevant duties that may, from time to time, be required by Management, commensurate with the grade

General Accountabilities

1. To comply with the Council's Policy Statement on Health, Safety and Welfare at Work.
2. To positively promote the Council's Strategic Equality Plan and ensure commitment to anti-discriminatory practice.
3. To demonstrate a commitment to ongoing personal development.
4. To adhere to GDPR principles whilst undertaking duties.
5. To be responsible for undertaking duties in a way that safeguards and promotes the welfare of children, young people and adults at risk. You must bring issues of concern regarding the safety and welfare of children, young people and adults at risk to the attention of the Safeguarding Officer in your service as soon as you become aware of them.
6. Undertake other duties that may be required of you, commensurate of your grade or general level of responsibility within the organisation.

This job description sets out the main responsibilities of the position at the date it was drawn up.

Such duties may vary from time to time without changing the general character of the post or the level of responsibility.

Person Specification

Requirements	Essential (E) / Desirable (D)	Assessment methods: Application (A), Interview (I), Presentation (P), Test (T), Probationary Period (PP), other please specify
Qualifications		
5 GCSE's or Olevels grade C or above to include English and Maths or equivalent educational attainments	Essential	Application
Experience		
Customer Services Experience	Essential	Application
Benefits Experience	Essential	Application
Knowledge / Skills		
Knowledge of Microsoft Office software	Essential	Application
Working knowledge of Housing Benefit, Council Tax Reduction Scheme, Discretionary Housing Payments, Overpayments, Appeals, Free School Meals and Clothing Grants and the regulations / best practice that cover these.	Desirable	Interview
Knowledge of the Welfare Reform Agenda	Desirable	Interview
Demonstrate the confidence and ability to carry out duties without supervision on occasions	Essential	Interview
Takes a methodical approach to work, prioritises tasks effectively, and consistently meets deadlines in order to provide an excellent service.	Desirable	Interview
Personal Attributes		
Demonstrates a positive attitude to change and contributes to new ideas and improved ways of working. Looks to continually improve the service	Desirable	Interview
Works well with colleagues inside and outside the team. Looks beyond boundaries of own job to support others, sharing knowledge and contributing to a positive team spirit.	Desirable	Interview
Special Working Conditions / Requirements		
Possession of a Full Driving Licence and own transport	Desirable	Application

Minimum Welsh Language Skill Requirements	Assessment methods: Application (A), Interview (I), Presentation (P), Test (T), Probationary Period (PP), other please specify
Welsh Language Skills Level 0. Level 1-5 is desirable. Training is optional.	Application
Welsh Language Skills Level 1 Entry / Courtesy (as a minimum) are desirable and need to be learnt when appointed. Training required: "Welcome Part 1 & 2" (10 hours in total)	
Welsh Language Skills Level 1 Entry / Courtesy (as a minimum) are essential. Training required: "Welcome Part 1 & 2" and "Welcome Back Part 1 & 2" (20 hours in total).	

For further information on the above please refer to the [Welsh Language Skills Guidelines](#)

Welsh language skills requirements beyond the minimum stated above e.g. fluent speaker / proficient writer will be outlined within the person specification under qualifications and skills.

Personal Competencies

All competencies are regarded as essential, although it is recognised that some may be achieved over a period of time. All employees are expected to continually develop their competencies in line with the appropriate framework. In addition to those assessed as part of the recruitment process, competencies will be assessed during the probationary period and through the Council's performance coaching scheme.

Competencies – Delivering the Service	Assessment methods: Application (A), Interview (I), Presentation (P), Test (T), Probationary Period (PP), other please specify
Plans ahead, organises work in advance	Interview
Involves line manager / colleagues in setting and meeting targets	Probationary Period
Reorganises work when necessary	Application Form
Sees tasks through to completion whenever possible	Interview
Seeks help if workload becomes unmanageable	Application Form
Uses initiative to report issues that arise that impact on others	Probation Period

Competencies – Improvement and Change	Assessment methods: Application (A), Interview (I), Presentation (P), Test (T), Probationary Period (PP), other please specify
Is prepared to try new things & feedback results	Interview
Understands that changes are needed if things are to be improved	Interview
Finds new and creative ways of doing things better	Interview
Actively seeks to develop own skills and knowledge	Probation Period
Learns from mistakes & welcomes constructive feedback	Probation Period

Competencies – Providing Excellent Customer Service	Assessment methods: Application (A), Interview (I), Presentation (P), Test (T), Probationary Period (PP), other please specify
Recognises the importance of high standards of customer service	Interview
Is committed to providing an excellent service to all the citizens of Blaenau Gwent	Interview
Understands the links between own professionalism and the possible impact on the Authority's image	Interview
Has a professional attitude that sets an example to colleagues	Interview
Takes pride in own work and that of colleagues	Probation Period
Is respectful, courteous and helpful at all times	Probation Period

Competencies – Team working	Assessment methods: Application (A), Interview (I), Presentation (P), Test (T), Probationary Period (PP), other please specify
Reacts constructively to others' suggestions and requests	Interview
Recognises potential value of others' opinions and actively seeks their contributions	Probation Period
Asks for help when necessary	Application form
Actively seeks to help others	Application Form
Is aware of the impact of own behaviour on others	Interview

Competencies – Communicating	Assessment methods: Application (A), Interview (I), Presentation (P), Test (T), Probationary Period (PP), other please specify
Adapts content and style to help others understand	Probation Period
Makes sure that people are regularly informed	
Uses appropriate language, gestures and tone when talking with others	Probation Period
Checks others have understood & seeks advice when necessary	
Actively seeks to improve all forms of communication with others	Probation Period
Communicates professionally by using formal channels appropriate to the situation	Interview

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