



ADUR & WORTHING COUNCILS

Job Description & Person Specification

Authority	ADC / WBC
Directorate	Housing & Communities
Post Title	Benefit Assessor
Post Number	41694/12489/12483/12710/43120/43121/43195
Accountable to	Assessment Team Leader
Key leadership relationships	<p>Internal: Members of the Council, Chief Officers and all other appropriate Council officers and managers</p> <p>External: Members and Officers of other bodies, specialist agencies, media, contractors and consultants, partner agencies across the public, private and voluntary sectors including DWP, HMRC, The Rent Service & other stakeholders.</p>
Work style	This role falls within the Blended Working Policy
Last updated	June 2023

Job Description - Principal purpose of job (role summary)

As Benefit Assessor you will support the Assessment Team Leader to ensure that claims for Housing Benefit and Council Tax Support are processed promptly and accurately in accordance with prevailing legislation, litigation, guidance, best practice and local policy

MAIN DUTIES, TASKS AND RESPONSIBILITIES OF POST HOLDER

1. Ensure that all supporting documents are supplied in respect of incoming Benefit claims and changes in circumstances, promptly contacting customers for additional information both in writing and by telephone in accordance with the guidance and local policies.
2. Receive and accurately sort Academy system output, distributing documents to colleagues in an efficient and effective manner.

Your manager will empower you to apply our principles - resilience, adaptability and participation - to your working practices.

Expectations of post holder

Willingness to embrace change and ability to adapt to new ways of working

Enthusiasm for working across teams in collaboration and partnership in order to help deliver Our Plan

Act with honesty and openness, and be brave enough to contribute your ideas and get involved

Bring your passion for delivering a high quality service for our residents to your role

Engage proactively in your performance and development conversations, and embrace opportunities to learn and grow

Live how we work with each other and our customers:

- We listen
- We say what we think & do what we say
- We are inclusive & kind
- We are ambitious
- We think & act beyond ourselves and our service
- We are a team

Promote the service and Councils positively at all times

Role specific Duties and responsibilities

Maintain a good up-to-date knowledge of appropriate legislation, litigation, guidance, best practice, local policy and relevant operational procedures relating to the Benefits Service.

Help the Benefit Team achieve Department for Work & Pensions processing targets and ensure audit requirements are met.
Assist with the logging, coding, scanning, indexing, distributing and filing of incoming documentation and the enveloping, sorting and despatch of outgoing mail.
Maintain excellent customer relations by conducting face-to-face interviews with customers and responding to telephone calls from customers when enquiries are “handed off” by the Customer Service Team. To offer a private appointment when required and appropriate.
Provide tailored advice and range of options depending on individual customers' needs. Ensuring sensitivity is given to those more vulnerable customers and those in crisis situations.
Identify potentially fraudulent applications and benefit overpayments, reporting promptly to the Finance Manager (Exchequer & Investigations) for investigation by the Fraud Officers.
Help ensure that all systems are efficiently and effectively operated with appropriate safeguards and controls.
Assist the Revenues & Benefits Manager to meet all the applicable targets detailed in the Services Specification, and remain within budgeted income/expenditure.
Undertake such other duties as may reasonably be allocated to the post holder, which may involve providing assistance in any section of the department as may be required from time to time.
Undertake all duties in accordance with Council policies, the Code of Conduct for Officers, and in particular policies relating to Customer Care and Equal Opportunities
Undertake any duties regarding health, safety and welfare at work, civil contingencies and business continuity which may reasonably be allocated to the postholder as a result of legislation, codes of practice or Council policies

As the post holder, you will be required to undertake such other duties as may be required within your grade and competence, and therefore the list of duties in this job description should not be regarded as exclusive or exhaustive.

Duties will be set out in this job description but please note that the Council reserves the right to update the job description, from time to time, to reflect changes in, or to, the role. The post holder will be consulted about any proposed changes. Significant permanent changes in duties and responsibilities will require agreed revisions to be made to this job description.

Adur & Worthing Councils recognise the need to ensure the welfare of children and vulnerable adults when they come into contact with services provided by the Councils. Employees, volunteers and Elected Members have regular contact with the general public during the course of their work and are in a position to observe signs which might indicate that a person is at risk of harm and abuse. If signs, which cause concern, are observed, all employees (temporary and permanent), volunteers and Elected Members have a duty to report allegations, disclosures and suspicions of abuse or neglect in line with the Councils' [Safeguarding Policy](#).

Person Specification:

The core skills and competencies below are taken from our organisational Skills and Competencies Framework v1.0 and are an indication of the expectations we have of our employees. The full document will be shared with you as part of the onboarding process.	
Participative	<p>Build strong relationships with people inside and outside your team and organisation to make a difference to improved outcomes for the local area</p> <p>Engage in clear and positive written and verbal communication to help people understand what you want to achieve and how they can help</p> <p>Value the unique strengths of people from different backgrounds to promote a culture of inclusion, equality and diversity</p> <p>More detail can be found in the Participation Skills & Competencies.</p>
Adaptive	<p>Adopt an active interest in learning and development opportunities that will enable you to strengthen and broaden your skills</p> <p>Experiment with new ways of working to help continuously improve how we deliver outcomes (including through the use of digital tools and platforms)</p> <p>Anticipate new challenges & opportunities to be able to adapt to change around you</p>
Resilient	<p>Embrace a consistently positive attitude and effectively prioritise workload to support your own wellbeing</p> <p>Cultivate a supportive environment with colleagues so people feel part of a team that looks out for each other</p> <p>Prioritise the use of resources that helps us be financially and environmentally sustainable</p>
Leadership	<p>Be open to coaching approaches to support others in finding solutions to problems</p> <p>Role model the principles above to inspire others to demonstrate positive behaviours</p> <p>Develop an understanding of the political processes that guide our organisation and show commitment to the safeguarding of others</p>

	Essential	Desirable
Qualifications	GCSE Maths and English grade C or above (or equivalent qualification)	
Knowledge & Experience	Some experience of working and dealing with customers and colleagues in a comparable office environment.	

Communication	<p>The ability to communicate with customers and colleagues in a fair, friendly, efficient and effective manner, verbally and in writing.</p> <p>High personal standards of accuracy, efficiency, honesty and reliability.</p>	
Relationship Building	<p>Able to maintain friendly and effective relationships with customers and colleagues.</p> <p>Well motivated, able to act on own initiative but committed to a supporting role within a team.</p>	
Analytical	<p>The ability to accurately input and recover customer details from a variety of software systems.</p>	
Planning/ Organising	<p>Able to plan and prioritise work, meet deadlines and adapt to varying demands and pressures.</p>	
Other requirements	<p>Valuing kindness and compassion in the workplace</p> <p>Acceptance of political restriction</p> <p>Able to travel within the Adur and Worthing Districts</p>	

Job description & Person Specification agreed by:

Post holder (Print name):	
Signature:	
Date:	