

JOB PROFILE

Directorate:	Customer Experience
Service Area:	Revenues and Benefits
Job Title:	Benefit Officer
Grade:	4
Post Number:	M557
Base/Location:	Southfields Offices, Loughborough
Responsible To:	Benefits Assessment Team Leader
Responsible For:	N/A
Key Relationships/ Liaison with:	Department for Work and Pensions Housing Team

Job Purpose

- To work as part of a team responsible for accurately and efficiently assessing applications for Housing Benefit, Local Council Tax Support and Discretionary Payments.
- Delivery of an effective and appropriate service to all service users, fairly and without discrimination.

Main Duties and Responsibilities

1.	To accurately process new claims, review claims and changes of circumstance for Housing Benefit, Local Council Tax Support, and discretionary payment applications and current claims. This includes making amendments to Council liability.
2.	To understand appropriate legislation, guidance and procedures to provide advice and information to customers, colleagues, and external stakeholders to enable service delivery to be effective and efficient.
3.	To deal with incoming correspondence relating to benefit assessment and entitlement matters and assist with general incoming post and emails as required.
4.	To provide support to our customer service and call centre staff, either over the telephone or face to face.
5.	Liaise with claimants by letter, telephone, email, SMS or in person to establish entitlement to help towards rent and / or council tax liability.
6.	Monitor pending claims and intervene promptly and appropriately to obtain the evidence reasonably required to allow the claim to be assessed. Appropriate action would include pro-actively telephoning and / or emailing the claimant.
7.	To discuss with your Team Leader unusual, complex, or sensitive cases. Ensure that vulnerable claimants are given support and help when processing their application.

8.	Conduct necessary checks to Department for Work and Pensions to verify income.
9.	Provide a customer focussed approach to service users providing advice and guidance on all aspects of benefits applications in line with appropriate legislation, policies and procedures.
10.	To meet individual objectives which contribute to achieving Service outcomes in a way which is responsive and flexible to changing needs.
11.	To contribute positively to the continuous improvement in the Revenues and Benefits Team and support the council as a whole in its drive to achieve excellence.
12.	The postholder will be required to undertake such other duties commensurate with the grade, and / or hours of work, as may be reasonably be required.
13.	Responsible for protecting and managing information securely, and reporting breaches or suspected information security breaches, in line with Council policies.
The nature of the work may involve the jobholder carrying out work outside of normal working hours.	

This job description sets out the duties and responsibilities of the job at the time when it was drawn up. Such duties and responsibilities may vary from time to time without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and cannot in themselves justify a reconsideration of the grading of the job.

Charnwood Borough Council is seeking to promote the employment of disabled people and will make any adjustments considered reasonable to the above duties under the terms of the Equality Act 2010 to accommodate a suitable disabled candidate.

This post is eligible for a DBS check under the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 (i.e. it involves certain activities in relation to children and/or adults) and defined as regulated activity under Part 1 of the Safeguarding Vulnerable Groups Act 2006 before the coming into force of section 64 of the Protection of Freedoms Act 2012 on 10th September 2012. Therefore **a DBS enhanced check (without a barred list check) is an essential requirement.**

**Prepared by: Head of Revenues, Benefits and Customer Service
Date: March 2024**

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	Essential	Desirable
<p><u>Qualifications</u></p> <p>GCSE English and Maths at Grade 4 and above or equivalent level of learning.</p> <p>Or Demonstrable experience identified within the section below.</p>	<p>✓</p> <p>✓</p>	
<p><u>Experience</u></p> <p>Experience of working in a customer service environment.</p> <p>Technical knowledge of Revenues and Benefits ICT systems and applications plus other relevant IT skills including word, excel, PowerPoint or equivalents and other systems.</p> <p>Process and procedural knowledge of Revenues and Benefits service delivery.</p>	<p>✓</p>	<p>✓</p> <p>✓</p>
<p><u>Skills / Knowledge</u></p> <p>Demonstrates an understanding of a customer focussed approach to service delivery and the needs of customers.</p> <p>Demonstrates a positive attitude and involvement in change and service improvement.</p> <p>Good communication skills and an ability to explain information to a wide variety of audiences.</p> <p>Ability to work independently using own initiative.</p> <p>Ability to work as part of a team.</p> <p>Evidence of working to tight deadlines and timescales.</p>	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>	<p>✓</p>

	Essential	Desirable
Numeracy and literacy skills.	✓	
Evidence of collaborative/joint working with colleagues and service users.	✓	
Demonstrates a strong customer focus.	✓	
Drives success by understanding personal objectives and works collaboratively to achieve goals, taking personal responsibility for delivering own targets.	✓	
The ability to converse at ease with customers and provide advice in understandable spoken English is a requirement of the post.	✓	
<u>Interpersonal Skills</u>		
Takes pride in the quality of their work and strives for improvement through learning and developing in the role.	✓	
Demonstrates a willingness to follow instruction as necessary.	✓	
Ability to work independently and organise own workload.	✓	
An open-minded approach regarding different ways of working.	✓	
<u>Other requirements</u>		
An understand of, and commitment to equal opportunities, and the ability to apply this to all situations.	✓	
Must be able to perform all the duties and tasks of the job with reasonable adjustments, where appropriate, in accordance with the provisions of the Equality Act 2010.	✓	

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