



JOB PROFILE

Directorate:	Customer Experience
Service Area:	Benefits and Revenues
Job Title:	Benefits Performance and Control Senior Officer
Grade:	SO1
Post Number:	TBC
Base/Location:	Charnwood Borough Council Offices
Responsible To:	Benefits Controls Team Leader
Responsible For:	Overpayment Recovery and Control Officer.
Key Relationships/ Liaison with:	Benefits, Revenues and Customer Services, other Council Departments. Customers, customer representatives, stakeholders

Job Purpose

- To contribute to a highly effective revenues and benefits service with primary responsibility within a team that deals with Quality, Performance, Subsidy, Audit, Reconciliation and Overpayment Recovery.
- Provide cover for the Benefits Team Leader (Systems and Subsidy) during periods of absence.
- Delivery of an effective and appropriate service to all service users, fairly and without discrimination.

Main Duties and Responsibilities

1.	To work as part of the Revenues and Benefits senior team leading and managing the efficient and cost-effective delivery of the Housing Benefits, Council Tax Reduction and Discretionary Housing Payments. Assist the Benefit Team Manager with the development and implementation of processes and procedures relating to the service.
2.	To provide supervision to your team on a day-to-day basis dealing with all aspects of benefits and Council Tax reconciliation and administration in accordance with legislation and council policies.
3.	Maintain a current knowledge of Benefits and Council Tax Legislations. To enable you to oversee the development and training of Benefits staff concerning benefit claims, complex cases, technical legislation, and procedural issues.
4.	To assist with the implementation and testing of new Benefit system software upgrades, enhancements and releases including end of year.
5.	To develop and deliver team training ensuring all staff are fully trained.
6.	To provide analytical data relating to the team and individual performance.

7.	To assist with the annual billing / end of year process to ensure that activities are well planned, organised and delivered by the agreed deadlines. This will include the co-ordination and provision of any associated documentation, website administration and liaison with all internal and external stakeholders where necessary.
8.	To support the Benefits Team Leader with the monitoring, reconciliation and balancing of Benefit payments and subsidy, ensuring statutory returns are submitted accurately and in time to meet Government, Council, and legislative requirements.
9.	To support the Benefits Team Leader and internal/external audit to ensure the accuracy of the service, providing reconciliations between various computer systems.
10.	To support the Benefits Team Leader with the management of FOI requests and provide information in accordance with current FOI legislative requirements.
11.	To support the Benefits Team Leader within the preparation of all statistical returns in relation to the benefits service to ensure they are delivered in a timely manner.
12.	To meet individual objectives which contribute to achieving Service outcomes in a way which is responsive and flexible to changing needs.
13.	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.
14.	Responsible for protecting and managing information securely, and reporting breaches or suspected information security breaches, in line with Council policies.
15.	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. 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: Benefits Manager
Date: November 2025



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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. Or Demonstrable experience identified within the section below.</p>	<p>✓</p> <p>✓</p>	
<p><u>Experience</u></p> <p>General administrative experience and answering telephone enquiries.</p> <p>Experience of working with IT systems including word, excel, or equivalents and other systems</p> <p>Experience of dealing with members of the public at work.</p> <p>Experience of working in a Revenues and Benefits service.</p> <p>Experience of working in a customer service environment.</p> <p>Management Experience</p>	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>	<p>✓</p>
<p><u>Skills / Knowledge</u></p> <p>Excellent standard of IT literacy including working knowledge of MS Office and an understanding of how databases can be effectively managed.</p> <p>Excellent communication skills, able to communicate verbally and in writing with a wide range of people at all levels including both internal and external.</p> <p>Good administrative and organisational skills.</p> <p>Awareness of services provided by a Borough Council</p>	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>	

	Essential	Desirable
Ability to work under pressure Ability to Learn new processes and procedures Ability to learn new IT systems	✓	
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.	✓	
Demonstrates a collaborative approach and works effectively within a team	✓	
Give attention to detail	✓	
<u>Other requirements</u>		
An understanding 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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