



Job Description

This job description has been designed to indicate the general nature and level of work required of the post to indicate the level of responsibility. It is not a comprehensive or exhaustive list, and the line manager may vary duties from time to time which do not change the general character of the job, or the level of responsibility entailed.

Post Details	
Job Title	Benefits & Welfare Officer (Crisis & Resilience Fund Support)
Service	Resources & Assets
Team	Welfare / Income & Assessments
Location	Shute End / Smart Working
Reports to	Welfare Manager
Worker Style	Office/Hybrid
Responsible for	N/A
Grade	G6
Contract Type	Full Time / FTC / Secondment opportunity

Main Accountabilities	
1.	Assess and determine applications to the Crisis and Resilience Fund in line with agreed policy, eligibility criteria and financial thresholds
2.	Gather, verify and evaluate financial and personal information to make proportionate, evidence-based decisions.
3.	Communicate decisions clearly and sensitively to residents, including explaining reasons for awards or refusals and review rights.
4.	Process payments accurately and promptly, ensuring appropriate audit trails and controls are maintained
5.	Identify safeguarding, vulnerability and risk factors and escalate concerns in line with Council procedures
6.	Provide advice and signposting to welfare benefits, debt advice, housing support and other relevant services to promote longer-term resilience
7.	Work collaboratively with internal teams (including Housing, Revenues, Adult Social Care and Customer Services) to coordinate support for residents.
8.	Liaise with external partners such as the Department for Work and Pensions, voluntary and community sector organisations, and advice agencies
9.	Manage customer enquiries, complaints and reviews relating to Crisis and Resilience Fund decisions within agreed timescales.





10.	Maintain accurate and up-to-date case records on relevant systems, ensuring compliance with data protection and information governance requirements.
11.	Contribute to monitoring, reporting and performance information on fund usage, outcomes and trends.
12.	Support the development, review and implementation of policies, procedures and guidance relating to the Crisis and Resilience Fund
13.	Keep up to date with relevant welfare legislation, local policy changes and best practice in crisis support and hardship prevention
14.	Contribute ideas to improve service delivery, customer experience and value for money.
15.	Undertake any other reasonable duties consistent with the role and grade

Person Specification	Essential	Desirable
Education/Qualifications	<ul style="list-style-type: none"> • Good standard of education including English and Maths (GCSE grade C/4 or above or equivalent) • Evidence of continuous professional development 	<ul style="list-style-type: none"> • Working towards or holding a relevant professional qualification (e.g. welfare, advice or local government)
Experience	<ul style="list-style-type: none"> • Experience working in a benefits, welfare, financial inclusion or customer support environment 	<ul style="list-style-type: none"> • Experience of administering discretionary or hardship funds • Experience of working with vulnerable residents or complex needs
Skills/Knowledge	<ul style="list-style-type: none"> • Good IT skills including office software such as Microsoft Word, Outlook, Power Point and Excel. • Good written and verbal communication skills, able to vary style to meet the needs of the audience. • Strong understanding of welfare benefits and financial hardship issues • Ability to interpret and apply policies, guidance and eligibility criteria • Ability to analyse financial information and make balanced decisions • Ability to extract and assess important information. • Able to learn, follow, interpret, enforce and communicate contracts, legislation, policies and procedures. • Ability to establish positive and effective relationships and work with partners, residents, businesses and other stakeholders. • Ability to analyse and evaluate complex legislation, identify key issues and reach logical conclusions. 	<ul style="list-style-type: none"> • Knowledge of local welfare provision or discretionary support schemes • Experience using NEC/Northgate or similar benefits systems • Ability to analyse data and contribute to performance reporting • Presentation skills, able to engage an audience.





	<ul style="list-style-type: none"> • Ability to take ownership and manage own workload to meet the demands of the service. • A good understanding of Housing Benefit & Council Tax Reduction legislation, regulations and working practices. 	
Personal Attributes	<ul style="list-style-type: none"> • Empathetic, professional and customer-focused approach • Ability to manage own workload and meet deadlines • Resilient and calm when dealing with challenging or emotive situations • Flexible approach to changing work demands and a proven ability to progress developments and improvements in working practices. • Committed to equality, fairness and continuous improvement • Willingness to learn with the motivation to succeed. • Self-motivated and tenacious • Creative approach to problem solving. • Ability to work under own initiative. • Reliable, committed and punctual 	

Purpose Details	
Service Purpose	<p>To provide targeted financial support and advice to residents facing exceptional hardship, complementing Housing Benefit, Council Tax Reduction, Housing Payments and other welfare support. The service aims to:</p> <ul style="list-style-type: none"> • Prevent financial crisis and homelessness • Reduce demand on emergency and statutory services • Support residents to maximise income and access appropriate longer-term support
Role Purpose	<p>Primarily the Benefits & Welfare Officer (Crisis and Resilience Fund Support) will support residents experiencing financial hardship by administering and delivering the Council's Crisis and Resilience Fund (CRF). The role focuses on providing timely, fair and legally compliant financial assistance, alongside practical advice and referrals, to help residents stabilise their circumstances, prevent crisis escalation and build longer-term resilience.</p> <p>Secondary to CRF assessments the role will be supporting those in financial difficulty by assessing Housing Benefit, Council Tax Reduction and Housing Payments, as required and dependent on service demand.</p> <p>The post sits within the Benefits Team and works closely with internal services and external partners to ensure that Crisis and Resilience Fund awards complement statutory benefits, local welfare provision and wider support pathways.</p>





Corporate Parenting	You will champion the principles of corporate parenting by embedding its ethos in all aspects of service delivery, ensuring decisions and actions consistently reflect the responsibility to act as a corporate parent to children in care and care leavers, and actively contribute to shaping and implementing the wider corporate parenting strategy.
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Supervision and Relationships

Supervision Received	Reporting to the Welfare Manager, Benefits & Systems Manager or Senior Officer through regular one-to-ones, appraisals and case discussions.
Supervision Given	Provide guidance and support to colleagues within the Benefits Team on Crisis and Resilience Fund processes and eligibility.
Contacts	<ul style="list-style-type: none"> Care and Early Help services Department for Work and Pensions Voluntary and community sector organisations, advice agencies and support providers Working with internal and external key stakeholders.

Resources/Budget Management

N/A

Special Requirements

<ul style="list-style-type: none"> A DBS check will be required for this role and a full previous 5 years work history. Flexibility to respond to fluctuating demand and time-sensitive applications.

Occupational Health Risk Assessment

Occupational Health Risk Assessment	Details
Skin/Respiratory Sensitisers	N
Working at Height	N
Exposure to Noise (>80-85dB)	N
Confined Spaces	N
Frequent Display Screen Equipment Use	Y
Driving for Work	Y





Hand Arm Vibration	N
Lone Working	Y
Healthcare/Social Contact with Patients	N
Blood Borne Viruses Exposure	N
Food Handling	N
Working with Animals	N
Specialised Medical Screening	N
Night Working	N
Safety Critical Work	N

Nature of the Role	Details
Healthcare or Hospital Work	N
Working with Children (under 18)	N
Working with Elderly/Vulnerable Adults	N
Work Environment Details	

Role Involvement	Details
Working with Children	N
Working with Vulnerable Adults	N
Both of the Above	N
Providing Care/Supervision for Children	N
Providing Care/Supervision for Vulnerable Adults	N
Both of the Above	N
None of the Above	Y

Disclosure and Barring Service (DBS)	Details
DBS Requirement	Basic DBS
Eligibility Tool	Find out which DBS check is right for your employee - GOV.UK (Find out which DBS check is right for your employee - GOV.UK)





Re-checks

None

Evaluation Declaration

Date of Evaluation:	02/04/2026
Evaluated by:	HR Team

