

Role Profile

Job Title	Benefit Officer		
Team:	Revenues & Benefits	Grade:	6
Reports to:	Benefits Manager		
Date:	February 2025		

Every role at Arun contributes towards our [Vision – A better future](#), and every employee strives to embrace and champion our [Values](#):



Overall job purpose:

To work as part of the Arun Revenues and Benefits team within the Services Directorate, delivering a first class, professional service, using a range of communication methods, and technical skills to ensure that all customer contact and Benefits & Revenues transactions are completed and resolved to a high standard.

Key areas of focus:

1.	<p>To process and maintain all Housing Benefit and Council Tax Reduction applications; including changes of circumstance, overpayments, customer correspondence; all in accordance with legislation, regulations and local policies and procedures.</p> <p>To assist the customer when making new applications to Housing Benefit/Council Tax Reduction and Discretionary Payments.</p>
2.	<p>Set up new Council Tax accounts and interpret amendments to customers' existing accounts; accurately updating their records in accordance with legislation, regulations and local policies and procedures. This is only in relation to what is required to process benefits claims only.</p>

3.	Issue correspondence to customers by the most appropriate method including bills, benefit notification letters, reminders, overpayment letters and any other documentation.
4.	Deal promptly and courteously with customer enquiries, however received.
5.	Maintain computerised records ensuring data held is accurate and up to date.
6.	To arrange and carry out home visits <u>with</u> the Revenues Visiting Officer to vulnerable customers where all alternative methods have been explored.
7.	Maintain own knowledge of the relevant legislation, regulations, case law, policies and procedures
8.	To carry out benefit work to assist in the Subsidy return where required to by the Benefit Manager.
9.	Liaise with third parties including landlords and the DWP.
10.	Participate in system testing and annual billing in relation to benefits systems.
11.	To assist in delivering central government welfare/grant initiatives as required.
12.	Give basic advice on welfare benefits or signpost to a relevant agency. Identify sensitive/vulnerable cases and refer to various support organisations as appropriate.
13.	Proactively work as part of the team, be flexible and adapt to changing work demands, providing support across the entire Revenues and Benefits department.
14.	To provide on-the-job mentoring & minor training to new staff on a one-to-one basis following their initial start-up training where required to by the Senior Benefits Officer.
15.	Refer cases of suspected fraud to internal audit or the DWP as appropriate.
16.	Participate in reviews of the service, helping identify areas for improvement and savings and where working practices could be changed to increase customer service and efficiency.
17.	To comply at all times with the General Data Protection Act, relating to personal information held by the Council. Any employee who mis-uses, accesses or discloses personal data relating to a living individual without checking that it is to be used for an authorised purpose relevant to the Authority, may be prosecuted in a Criminal Court, as well as facing

	disciplinary action. This includes the Department of Work & Pensions data on our systems.
18	Any other duties that are appropriate to this post.

Role Requirements

The following outlines the criteria for this post. Applicants will be shortlisted and interviewed to assess if they meet the criteria for the role.

Criteria	Essential	Desirable
Qualifications and experience		
English/Mathematics GCSE or equivalent grade 4 and above.	E	
IRRV qualification		D
Experience in processing housing and Council Tax benefit claims/changes in circumstances and Council Tax enquiries or in debt recovery*	E	
IT literate with experience of benefits software packages and Windows-based applications particularly use of spreadsheets and databases		D
Experience of using NEC software (or equivalent) and associated systems		D
Experience of working within a team.	E	
Have experience of dealing with confrontational/difficult customers	E	
Knowledge		
Working knowledge of the Housing and Council Tax benefit regulations and/or knowledge of the Council Tax administration.	E	

Working knowledge of the evidence requirements in support of claims for Housing Benefit and Council Tax Support.	E	
Working knowledge of Council Tax	E	
Working knowledge and understanding of debt recovery procedures	E	
Knowledge of the criteria for claiming various state/welfare benefits.	E	
Knowledge of following established procedures with reference to relevant guidance manuals codes of practice and applied to standard situations.	E	
Maintaining accurate customer information and records	E	
Behaviours		
Consistency: Continually maintains standards and behaviours that lead to producing high quality work and delivering on promises and commitments.	E	
Adaptability: Responds to challenges and change with an open mind, shifting priorities and re-focusing.	E	
Innovative: Is creative when finding solutions at work, using initiative to improve service delivery.	E	
Approachability: Supports others and recognises the impact their behaviour and attitude has on them.	E	
Competencies		
Collaborative working: Working together to achieve a shared goal. Builds effective relationships with internal and external customers.	E	
Communication (written/oral): Able to communicate clearly, appropriately, and respectfully with colleagues and customers.	E	

Customer focus: Takes pride in and is committed to delivering high quality services. Identifies and clarifies individual needs.	E	
Decision making: Able to make fair and logical decisions using policies/procedures and available evidence and be clear in the rationale.	E	
Industry knowledge: Keen to keep abreast of knowledge and best practice specific to the role/area	E	
Initiative: Understands what needs to be done and accomplishes it proactively and with minimal supervision.	E	
Organisation skills: Plans and prioritises own work with reference to line manager. Makes the best use of own time and meets deadlines	E	
Other	Yes	No
Does this role require a Basic/Enhanced DBS check?	Y	
Will the post holder be required to take card payments via MOTO. (If yes – needs basic DBS).	Y	
Is this a Politically restricted post?		N
Does this role require any out of hours/ weekend/ evening/ rota work?		N
Does this role require a driver's license and access to a vehicle?		N
Does this role attract an essential car user allowance?		N
Does this role attract a market supplement?		N
Does this role require a uniform?		N

*There is some flexibility on the experience requirements if the individual has transferrable skills with the scope for training.