SOUTH KESTEVEN DISTRICT COUNCIL

Benefits Officer

1 x Full Time Post (37 hrs) – permanent

Salary – up to SK9 (£31,991.00)

If you're looking to join a team that makes a difference every single day, your perfect career could be waiting for you at South Kesteven District Council.

South Kesteven is a district full of promise and potential. It's home to innovative entrepreneurs and savvy start-ups, a base for global enterprise, and an inviting landscape perfectly situated in the heart of England. It is our vision to be the best district in which to live, work and visit – and we know that by working together, we can achieve that.

People are at the heart of what we do here at SKDC. We deliver more than 100 services across the district so there's no limit to where your career can take you. We value our employees and we offer a range of benefits that really make a difference, for everyone.

If you are looking for a role where your accuracy, customer focus and commitment to public service can make a real difference every day, South Kesteven District Council is seeking a Benefits Officer to join our Revenues, Benefits and Customer Service team, helping residents access timely and accurate support through Housing Benefit and Council Tax Support.

This is a varied and rewarding role in which you will assess entitlement, manage a caseload of complex claims, process changes in circumstances, support overpayment recovery and provide clear, empathetic advice to customers by telephone, correspondence and face to face. You will work in line with legislation, Government guidance and Council procedures, while contributing to a service that puts residents at the heart of everything we do.

We are looking for someone who can analyse and interpret complex information, organise their workload effectively, communicate clearly, and remain calm and professional in a busy customer-focused environment. Experience in a benefits, assessment or customer service setting would be particularly valuable, along with confidence using IT systems and handling sensitive information securely.

In return, you will join a supportive and knowledgeable team within an organisation that values trust, empowerment, accountability, making a difference, being supportive to all, and kindness. We promote flexible hybrid working and offer opportunities to develop your skills and build your career in local government.

We promote flexible, hybrid working arrangements to help you live a balanced lifestyle that works for you. We're also modernizing our workspace and embracing new technology so that everyone can work efficiently and comfortably.

Here at SKDC you will receive a generous annual leave entitlement of 25 days, increasing with length of service. As we encourage healthy, happy employees, we also offer a low-cost health care plan, a Cycle to Work scheme and regular wellbeing activities.

You will be given the chance to grow in your career, taking ownership of your learning journey with exciting opportunities for development within the Council, and you can rest assured that we're thinking about your future. Not only can we help you in the short-term with financial schemes to help spread the cost of cars, bikes and technology – you'll become a member of the generous and trusted Local Government Pension Scheme.

For further information about the role please contact Bridget Chesterfield by e-mail at bridget.chesterfield@southkesteven.gov.uk or Liam Page by email at liam.page@southkesteven.gov.uk

Closing date: 18th November 2026

To download a job description and apply for the post, please visit www.southkesteven.gov.uk/jobs

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