Job Description and Person Specification

POST IDENTIFICATION

Post Title:	Benefits Assessor
Job Evaluation ID:	1092CE
Grade:	5
Directorate:	Corporate and Regeneration
Division:	Corporate Finance
Section:	Housing and Council Tax Benefits
Location:	Penallta House
Responsible to:	Team Leader

JOB PURPOSE

Administer and determine claims for Housing Benefit and Council Tax Reduction in accordance with current legislation and guidance.

KEY RESULT AREAS

Administer Housing Benefit and Council Tax Reduction claims and changes of circumstance in an efficient, timely manner and in accordance with regulations.

Provide advice and guidance re benefits.

Refer cases of suspected fraud to the Department for Work and Pensions Investigation Services.

DETAILED TASK PROFILE

Carry out assessments for Housing Benefit and Council Tax Reduction ensuring legislative and guidance compliance.

Ensure assessments are carried out efficiently, effectively and in a timely manner.

Resolve queries via various communication streams in an efficient, effective sympathetic, and timely manner.

Ensure compliance with current data verification standards.

Deal with routine correspondence effectively.

Communicate with all relevant partners to validate all necessary information to support effective determination of claim.

KEY WORKING RELATIONSHIPS

Assistant Team Leader and Team Leader to seek advice to ensure accurate and timely assessment, workload and performance standards issues.

Senior management – discuss legislative issues, performance issues, software issues.

Quality Assurance Team – discuss issues re quality of assessments.

Appeals and Training Officer – discuss training issues.

Assessors – as detailed within detailed task profile.

Council Tax staff – clarification of exemptions and any specific queries re Council Tax Reduction.

Department for Work and Pensions – clarification of claimants benefits.

Customer First – advice to support them in their role in relation to benefits advice.

Rent section – information regarding claims where appropriate.

Private sector landlords and agents – information regarding claims, appropriate and general advice regarding benefits to support continued tenancies.

Other external partners eg Shelter, CAB, Age Concern – resolution re specific claim queries and general advice and guidance re benefits.

Overpayments – liaise in relation to any overpayments of Housing Benefit.

Fraud - report potential fraud cases to the Department for Work and Pensions Investigation Services.

VALUES AND BEHAVIOURS

Accountability

1. **Take responsibility for your work** – Own your decisions, tasks and outcomes.
2. **Deliver on your commitments** – Meet deadlines, honour promises and let your team know early if something might slip.
3. **Be honest about mistakes** – If you make an error, acknowledge it quickly and take action to fix it and learn from it.

Trust

1. **Be honest and transparent** – Communicate openly, tell the truth, and don't hide mistakes or important information.
2. **Act with integrity** – Do the right thing, even when no one is watching, and treat everyone with fairness and respect.
3. **Listen actively and respectfully** – Show that you value others' perspectives by giving your full attention, asking questions, and responding thoughtfully.

Respect

1. **Treat everyone with courtesy** – Act politely, use respectful language, and show kindness in your daily interactions.
2. **Value differences** – Show appreciation for diversity, different ideas and perspectives.
3. **Acknowledge contributions of others** – Give credit where it's due and show appreciation for efforts of others.

Honesty

1. **Communicate clearly and directly** – Be clear, concise and open with your language.
2. **Speak up about concerns or unethical behaviour** – Report issues respectfully and responsibly.
3. **Give honest feedback respectfully** – Share constructive feedback that's truthful, helpful, and aimed at improvement.

Working together

1. **Share information and ideas openly** – Keep colleagues in the loop, collaborate effectively and contribute knowledge that helps the organisation to succeed.
2. **Offer help and support** – Step in when others need a hand and offer your time and skills.
3. **Resolve conflicts constructively** – Address disagreements calmly, listen to all sides, and focus on solutions.
4. **Celebrate team successes** – Acknowledge wins and recognise the contributions of others.

RESPONSIBILITIES FOR STAFF

Post Titles, Numbers and Level of Accountability

No direct line management responsibility other than assisting in work familiarisation of colleagues and new recruits.

RESPONSIBILITIES FOR RESOURCES

Financial; Plant; Buildings or Equipment

Sole responsibility for a pc/laptop.

Data Systems

Use of Benefits computer system.
Use of Document Management System.
Standard CCBC Systems.
Access to external systems via Searchlight (DWP information system).

WORKING ENVIRONMENT

Flexible post in accordance with the Council's Agile Working Policy. The team work from home and where required from the office. The team attend the Council offices on a weekly/monthly* rota basis and when asked to do so for meetings, specific tasks, supervision and appraisals.

Dealing with customers via the telephone and sometimes face to face. Giving advice on their Benefit Entitlement which can sometimes lead to difficult conversations

ADDITIONAL REQUIREMENTS

Politically Restricted:	No
Disclosure and Barring Service Check:	Basic
Barred List Check:	No
Baseline Pre Employment Medical Assessment:	No
Registration:	No

ORGANISATIONAL RESPONSIBILITIES

Understands and demonstrates the principles of confidentiality.

Work within the policies and procedures of the Council including recognising the duty to protect vulnerable adults, children and young people.

Understands and demonstrates commitment to the Council's policies.

Demonstrate commitment to ongoing personal development.

The duties and responsibilities are difficult to define in detail and may vary from time to time without changing the general character of the duties or level of responsibilities entailed. The post-holder is therefore expected to undertake such other duties as may be requested provided the general character of the duties or level of responsibility does not change.

PERSON SPECIFICATION

	ESSENTIAL	DESIRABLE
QUALIFICATION	5 GCSEs Grades A*-C or equivalent Level 2 qualifications on the Credit and Qualifications Framework for Wales. Or Relevant Level 2 qualification/s on the Credit and Qualifications Framework for Wales.	
KNOWLEDGE	Knowledge and understanding of administrative procedures. Knowledge and understanding of databases.	Knowledge of legislation relating to Benefits. Knowledge of the Authority's Benefits IT systems and processes. Knowledge of the service's document management system. Knowledge of verification framework.
SKILLS	Strong verbal and written communication skills. IT literate. Ability to plan, organise and work methodically to strict deadlines. Able to work unsupervised but know when to seek guidance from senior staff. Strong customer service skills. Attention to detail. Able to assist in leading the team whilst being a team player.	Welsh language skills.

	ESSENTIAL	DESIRABLE
EXPERIENCE	Significant administrative experience. Significant experience of utilization of IT in a work environment. Experience of dealing with members of the public / customers and external organisations.	Experience with a benefits service.
OTHER	Learn quickly and adapt to changing needs of the service. Able to respect confidentiality of the work. Self-motivated. Flexible and co-operative to meet service needs. Enthusiastic, committed.	

HUMAN RESOURCES AUTHORISATION

HR OFFICER:	DATE:
Janine Harrington	24/10/2017
Janine Harrington	10/01/2024