

**JOB
OUTLINE**

Closing Date:

Dept: Customer Services		Section: Revenues & Benefits Shared Service Benefits Team	
Post No: CURV05042	Designation: BENEFITS OFFICER		Grade: 5 SCP 8 - 11

Purpose of Job:

To work as part of a team responsible for the delivery of all aspects of Housing Benefit and Council Tax Support administration and assist with Council Tax processing.

Main Duties/Responsibilities:

- Report to the Benefits Team Leaders.
- Ensure all benefit claims are processed accurately and paid promptly in accordance with the Housing Benefit legislation and Council Tax Support rules using Academy applications and Document Management Systems.
- To administer correspondence relating to Council Tax billing, including registration, changes of occupation, discounts and exemptions.
- To communicate verbally or in writing with customers or their representatives with courtesy, respect and sensitivity with an understanding of people's individual needs.
- Check and verify all information given by customers and/or obtained from other sources in accordance with the requirements of locally set standards of verification ensuring that the gateway to benefit is secure by reducing the instances of fraud and error.
- To maximise the prevention, identification, and recovery of benefit overpayments in accordance with Council policy.
- To identify and refer cases where a home visit is required.
- Check system produced reports in line with laid down procedures, correct errors or report them to the Benefits Team Leaders.
- Ensure that all procedures are carried out and information given to the public is in accordance with current legislation, regulations and council policy, with particular emphasis on customer care.
- Actively contribute towards the requirements, standards and targets laid down by DWP, the Corporate Plan, the Service Business Plan and individual Team Key Work and Performance Objectives.
- To ensure that any matters restricting the quality of service provided are reported to Senior Officers
- To attend meetings relevant to benefits administration as required or where directed by Senior Managers.
- To assist with relevant projects where directed by senior officers.
- To undertake professional training to meet business needs and/or as legislation changes, and provide advice and guidance to other officers as required.
- To liaise with the ICT section, system support and external suppliers as required.
- To take action to reduce fraud and abuse of the benefits system in line with Fraud Policies.
- To ensure that information is secure at all times.
- Participate in the Authority's staff development review process.
- Ensure compliance with Health & Safety policies and Data Protection and Freedom of Information Act principles

- Ensure that services are delivered in a manner that maximises equality of opportunity and extends availability and accessibility to all sections of the community.
- To fulfil upon request any task reasonably requested of him / her and falling within the range of his / her expertise.

This job description is current at the date shown below. In consultation with you it is liable to variation by management to reflect, or anticipate changes in, or to, the job.

NB: The Council is an equal opportunities employer and provider of services. The Council has a statutory duty to promote race equality and all employees must be aware of that duty and work to the Council's equality standards.

In addition, other duties at the same level of responsibility may be allocated at any time.

Date Produced: December
2021

Position in Departmental Structure:-

