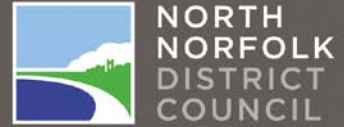


JOB DESCRIPTION



Benefits Officer Level 2 (1037, 1665, 1676, 1794, 1813, 2206, 2218, 2221, 2234, 2282)

Service Area

Revenues and Benefits

Manager/Team Leader

Benefits Team Leader

Direct reports

N/A

Total Managed

N/A

Purpose of the Role

A member of a team that accurately and efficiently administers the assessment of Housing Benefit and Council Tax Support, whilst providing high quality customer service and complying with statutory legislation, policies and procedures.

Key Result Areas

1. To administer Housing Benefit and Council Tax support; to include new claims, changes in circumstances and data matches. Ensuring prompt and accurate assessment, notification and payment/award.
2. Calculating entitlement to Housing Benefit and Council Tax Support, including underlying entitlement and Alternative Maximum Benefit.
3. To advise customers of their entitlement to other Welfare assistance and signposting to either maximise the customers income or to seek debt advice.
4. Preventing overpayments /excess payments. Calculating the correct amount of an overpayment/excess payment and categorising correctly for subsidy purposes. To ensure that appropriate recovery action is taken.
5. Obtaining and analytically crosschecking a range of data to support a claim.

*In order to assess this from the application form we require you to provide an example

6. To use secure Government databases to validate and support claims and to identify and administer changes as a result of discrepancies.
7. To maintain a technical, working knowledge of Housing Benefit and Council Tax Support including frequent changes in legislation and procedures.
8. To actively prevent and detect false claims and discounts using investigative skills.
9. To provide assistance, advice, guidance and explanation to vulnerable customers on matters that are complex. Face to face, over the telephone and in writing.
10. To assist the Customer Services team when dealing with difficult or complicated enquiries.
11. To provide excellent customer service, promoting equality and diversity, treating customers professionally and with empathy. Customers may be vulnerable, financially distressed, suffer mental health problems or abusive.
12. To communicate externally with a range of organisations to include; the Department of Work and Pensions, Housing Associations, Private Landlords/letting agents, Care and Support services. Internal communications include, Housing Options, Revenues, Customer Services, Planning and Living Well, Health and Wellbeing.
13. To accurately maintain and update computer records using a workflow system.
14. To ensure that the rules of GDPR are adhered to, including that confidential information is not shared without appropriate consent.
15. To use sound judgement and discretion in decision making taking account of the legislation which may refer to "reasonableness", "good cause" and "special circumstances."
16. To understand the importance of service targets and meeting set performance targets.
17. To adopt corporate values and awareness of corporate plan and vision.
18. To take own responsibility for resolving enquiries, decision making and ensuring a comprehensive audit trail and decision records are maintained.
19. To propose ways of improving the service using business transformation to ensure processes and best practice are efficient and cost effective.
20. Assisting Team Leaders or Revenues and Benefit Manager as required
21. To take reasonable care of the Health and safety of yourself and other persons

*In order to assess this from the application form we require you to provide an example

PERSON SPECIFICATION



**NORTH
NORFOLK
DISTRICT
COUNCIL**

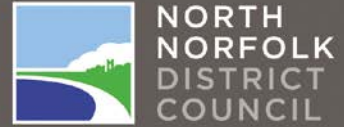
Benefits Officer Level 2				
		Essential	Desirable	How Identified
Experience/ Knowledge	Up to date knowledge and experience of Housing Benefit/Council Tax Support.		✓	Application form*/Interview
	Experience of using Housing Benefit/Council Tax system and electronic workflow.		✓	Application form*/Interview
	Experience of working in an administrative role.	✓		Application form*/Interview
	Understanding of Welfare Benefits/Allowances/Pensions/ Universal Credit.		✓	Application form*/Interview
	Experience of maintaining and updating customer records, providing sound audit trails and supporting evidence.	✓		Application form*/Interview
	Knowledge, application and awareness of GDPR legislation.	✓		Application form*/Interview
	Experience of dealing with vulnerable and difficult customers, explaining complicated information face to face, on the telephone, in writing and electronically.	✓		Application form*/Interview
	Understanding of Diversity and Equality.	✓		Application form*/Interview
Qualifications	At least 5 GCSE or equivalent at grade c or 4, including English and Maths.	✓		Application form*
		Essential	Desirable	How Identified
Skills	Negotiating and influencing skills whilst giving consideration to the best interest of the customer and the council.		✓	Application form*/Interview

*In order to assess this from the application form we require you to provide an example

	Good planning, organisational and time management skills. Including prioritisation and self-monitoring of workload.	✓		Application form*/Interview
	Empathic approach to customers in adverse situations such as bereavement, domestic violence and financial difficulties.	✓		Application form*/Interview
	Able to clearly communicate complex matters to a customer or third party face-to-face, over the phone and in writing.	✓		Application form*/Interview
	IT skills including Microsoft Word & Excel and accurate data input.	✓		Application form*/Interview
	Able to assimilate and process a range of information quickly and accurately.	✓		Application form*/Interview
	Good judgement and decision making skills.		✓	Application form*/Interview
	Accurate and non-routine data input.	✓		Application form*/Interview
Aptitude and Disposition	Attention to detail and a methodical approach whilst maintaining productivity and accuracy.	✓		Application form*
	Ability to work with minimum level of supervision.		✓	Interview
	Flexible team member, able to work on own and contribute positively to team working.	✓		Interview
	Ability to work under pressure.	✓		Interview
	Ability to adapt and embrace change.	✓		Application form*/Interview
	To be responsible for own actions and decisions.	✓		Application form*/Interview
	Self- motivated.	✓		Interview

*In order to assess this from the application form we require you to provide an example

JOB DESCRIPTION



Benefits Officer Level 3 (1037, 1665, 1676, 1794, 1813, 2206, 2218, 2221, 2234, 2282)

Service Area

Revenues and Benefits

Manager/Team Leader

Benefits Team Leader

Direct reports

N/A

Total Managed

N/A

Purpose of the Role

A member of a team that accurately and efficiently administers the assessment of Housing Benefit and Council Tax Support, whilst providing high quality customer service and complying with statutory legislation, policies and procedures.

Key Result Areas

1. To administer complex and wide ranging Housing Benefit and Council Tax support; to include new claims, changes in circumstances and data matches. Ensuring prompt and accurate assessment, notification and payment/award.
2. Calculating entitlement to Housing Benefit and Council Tax Support, including underlying entitlement and Alternative Maximum Benefit.
3. To advise customers of their entitlement to other Welfare assistance and signposting to either maximise the customers income or to seek debt advice.
4. Preventing overpayments /excess payments. Calculating the correct amount of an overpayment/excess payment and categorising correctly for subsidy purposes. To ensure that appropriate recovery action is taken.
5. Obtaining and analytically crosschecking a range of data to support a claim.
6. To use secure Government databases to validate and support claims and to identify and administer changes as a result of discrepancies.

7. To maintain a technical, working knowledge of Housing Benefit and Council Tax Support including frequent changes in legislation and procedures.
8. To actively prevent and detect false claims and discounts using investigative skills.
9. To provide assistance, advice, guidance and explanation to vulnerable customers on matters that are complex. Face to face, over the telephone and in writing.
10. To assist the Customer Services team when dealing with difficult or complicated enquiries.
11. To provide excellent customer service, promoting equality and diversity, treating customers professionally and with empathy. Customers may be vulnerable, financially distressed, suffer mental health problems or abusive.
12. To communicate externally with a range of organisations to include; the Department of Work and Pensions, Housing Associations, Private Landlords/letting agents, Care and Support services. Internal communications include, Housing Options, Revenues, Customer Services, Planning and Living Well, Health and Wellbeing.
13. To accurately maintain and update computer records using a workflow system.
14. To ensure that the rules of GDPR are adhered to, including that confidential information is not shared with appropriate consent.
15. To use sound judgement and discretion in decision making taking account of the legislation which may refer to “reasonableness”, “good cause” and “special circumstances.”
16. To understand the importance of service targets and meeting set performance targets.
17. To adopt corporate values and awareness of corporate plan and vision.
18. To take own responsibility for resolving enquiries, decision making and ensuring a comprehensive audit trail and decision records are maintained.
19. To propose ways of improving the service using business transformation to ensure processes and best practice are efficient and cost effective.
20. To work with a minimum level of supervision.
21. Mentoring and supporting less experienced staff
22. Assisting Team Leaders or Revenues and Benefit Manager as required
23. To take reasonable care of the Health and safety of yourself and others

PERSON SPECIFICATION



**NORTH
NORFOLK
DISTRICT
COUNCIL**

Benefits Officer Level 3				
		Essential	Desirable	How Identified
Experience/ Knowledge	Up to date knowledge and experience of Housing Benefit/Council Tax Support.	✓		Application form*/Interview
	Experience of using Housing Benefit/Council Tax system and electronic workflow.	✓		Application form*/Interview
	Experience of working in an administrative role.	✓		Application form*/Interview
	Understanding of Welfare Benefits/Allowances/Pensions/ Universal Credit.	✓		Application form*/Interview
	Experience of maintaining and updating customer records, providing sound audit trails and supporting evidence.	✓		Application form*/Interview
	Knowledge, application and awareness of GDPR legislation.	✓		Application form*/Interview
	Experience of dealing with vulnerable and difficult customers, explaining complicated information face to face, on the telephone, in writing and electronically.	✓		Application form*/Interview
	Understanding of Diversity and Equality.	✓		Application form*/Interview
Qualifications	At least 5 GCSE or equivalent at grade c or 4, including English and Maths.	✓		Application form*

		Essential	Desirable	How Identified
Skills	Negotiating and influencing skills whilst giving consideration to the best interest of the customer and the council.	✓		Application form*/Interview
	Good planning, organisational and time management skills. Including prioritisation and self-monitoring of workload.	✓		Application form*/Interview

	Empathic approach to customers in adverse situations such as bereavement, domestic violence and financial difficulties.	✓		Application form*/Interview
	Able to clearly communicate complex matters to a customer or third party face-to-face, over the phone and in writing.	✓		Application form*/Interview
	IT skills including Microsoft Word & Excel and accurate data input.	✓		Application form*/Interview
	Able to assimilate and process a range of information quickly and accurately.	✓		Application form*/Interview
	Good judgement and decision making skills.	✓		Application form*/Interview
	Accurate and non-routine data input.	✓		Application form*/Interview
Aptitude and Disposition	Attention to detail and a methodical approach whilst maintaining productivity and accuracy.	✓		Application form*
	Ability to work with minimum level of supervision.	✓		Interview
	Flexible team member, able to work on own and contribute positively to team working.	✓		Interview
	Ability to work under pressure.	✓		Interview
	Ability to adapt and embrace change.	✓		Application form*/Interview
	To be responsible for own actions and decisions.	✓		Application form*/Interview
	Self- motivated.	✓		Interview

*In order to assess this from the application form we require you to provide an example