

Designation:	Technical Benefits Officer
Grade:	Stroud 4
Hours:	37
Location:	Ebley Mill
Job Purpose:	To assess and award Council Tax Support and Housing Benefit, dealing with appeals and more complex cases. To test and assist with installation of new IT releases. To administer benefit payment runs
Responsible to:	Senior Benefits Officer
Responsible for:	Benefits Officers in the absence of the Senior Benefits Officer.

KEY DUTIES

- To review and reconsider cases prior to appeal, and to write and present appeals as necessary.
- Process payments runs and assist with the testing and installation of new software releases.
- To provide assistance and advice to other assessment staff on individual cases, procedures, the Civica system and assist in the provision of technical and benefits training to Revenues and Benefits staff.
- Monitor and carry out quality control and accuracy checks, reporting the findings to the Senior Benefits Officers on a regular basis.
- To prepare statistical analysis on caseload, and monitor and carry out accuracy checks, reporting findings to the Senior Benefit Officers.
- Liaison for DWP and Corporate Fraud.
- To deal with HBMS data matches, RTI, VEP alerts and DHP claims
- To deal with the public in person, on the phone and via documentation.
- Supervisory responsibility for management checks of DWP Computer Information System.
- Provide support to Universal Credit claimants as required.
- To assess and award Housing Benefits and Council Tax Support accurately, in accordance with the requirements of the Regulations, National and Local Best Value Performance Indicators and Best Practice guidance.

SKILLS AND KNOWLEDGE

- Thorough knowledge of benefit regulations
- Excellent communication skills both verbal and written
- Good knowledge of administrative processes and systems

- Experience of staff management
- Experience of working with the public
- IT Literate
- Ability to manage own time and workload

COMPLEXITY AND CREATIVITY

- Make decisions on backdating and awarding Discretionary Housing Payments.
- Responds to queries and complaints.
- Work in partnership with DWP, landlords, Valuation Officer and CAB.
- Support roll-out of Universal Credit

JUDGEMENT AND DECISIONS

- Routine decisions on all aspects of work carried out within clearly defined rules and procedures.

CONTACTS

- Members of the Council
- Members and staff of other local authorities and partner agencies
- Suppliers and contractors
- Members of the public

RESOURCES

Responsibility for physical or financial resources in conjunction with payment runs.

TRAVEL DESIGNATION

Mileage travelled on Council business will be reimbursed at the HMRC rate in accordance with the Council's Travel and Subsistence Policy.

GENERAL

- To work with communities sometimes outside normal office hours, including weekends.
- To ensure that at all times service delivery informs, reflects and supports the Council's prevailing aims and objectives.
- To work with colleagues across the organisation as required in support of organisational goals.
- To promote the Council's overall commitment to equality of opportunity/Diversity at all times and work within the requirements of the Council's Equality Scheme.
- To undertake all training and development initiatives as required.
- To work within Health and Safety guidelines in accordance with the Health and Safety at work Act.
- To work within the requirements of the Council's Environmental Policy and Management System.
- To undertake any appropriate duties required to meet the Council's obligations under the Civil Contingencies Act.

This job description is a reflection of the present position and is subject to review and alteration in detail and emphasis in the light of future changes or developments.