

JOB DESCRIPTION

September 2018

Designation:	Benefits Officer
Grade:	Stroud 3
Hours:	37
Location:	Ebley Mill
Job Purpose:	To assess and calculate entitlements to Council Tax Support and Housing Benefits in accordance with the service unit's targets and legislation
Responsible to:	Senior Benefits Officer
Responsible for:	No supervisory responsibility

KEY DUTIES

- To assess and award Housing Benefit and Council Tax Support accurately in accordance with the requirements of the Regulations, national and local Best Value Performance Indicators and best practice guidance.
- Operate the benefits counter, scan documents and advise the public with their enquiries, whether by telephone, in person or with documentation and consult on complex cases to senior staff as appropriate.
- Conduct checks with DWP Computer Information System (CIS) to verify incomes and set "interests" and query HMRC Verify Earnings and Pensions (VEP) for incomes.
- Provide Support to Universal Credit claimants as required.

SKILLS AND KNOWLEDGE

- Knowledge of benefits system
- Good general education or equivalent experience
- Good written and verbal communication skills
- Experience of working with the public
- IT Literate
- Ability to manage own time and workload
- Demonstrate strong teamwork skills

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COMPLEXITY AND CREATIVITY

- Decide on category and recoverability of benefit overpayments
- Respond to queries and complaints
- Work in partnership with DWP, Valuation Officer, landlords and CAB
- Design forms and information leaflets of various aspects of benefit work.
- Support the roll-out of Universal Credit in the district.

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

Little or no responsibility for physical or financial resources.

TRAVEL DESIGNATION

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

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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.