



## **Craven District Council**

### **Job Description**

#### **Revenues and Benefits**

<b>Job Title:</b>	<b>Assessment Officer - Benefits</b>
<b>Grade:</b>	<b>Scale 2 - 4 (dependent on experience)</b>
<b>Location:</b>	<b>Flexible - Remote working and/or office based</b>
<b>Reports to:</b>	<b>Revenues &amp; Benefits Team Leader</b>

#### **Duties and Responsibilities**

- The day-to-day administration of Housing Benefit and Council Tax Reduction within the Revenues and Benefits Team. Officers will be expected to have an overview of all the functions of a Revenues and Benefits Service and work with colleagues to ensure the maximisation of benefit take up.
- Input and process benefit claims and changes in circumstances on the benefits system in accordance with statutory provisions, local policy and directions.
- To notify claimants and other affected parties of benefit decisions.
- To identify and correctly classify overpayments and where appropriate carry out recovery action for ongoing claimants.
- To maintain accurate and up to date records, and to ensure that any changes or amendments, are actioned promptly and efficiently.
- To assist in the provision of up-to-date and accurate advice to customers and colleagues on relevant legislation and procedures and to maintain an appropriate knowledge of relevant legislation, including keeping up to date with all Department for Work and Pensions (DWP) circulars, Communities and Local Government (CLG) information letters and the use of the application system, including the understanding and processing of reports
- To be aware of any possible fraudulent claims and refer these in the first instance to DWP.
- Dealing with enquiries from the public, other internal sections and external organisations by telephone, letter, email and face to face interview by providing relevant information and advice.
- Organise your individual workload to ensure claims / changes / amendments are processed effectively and efficiently within statutory time limits.
- To attend staff meetings and events as required.

- To undertake other duties which may arise or may be delegated from time to time, which are broadly consistent with the general functions and grading of this post
- To liaise with other sections within the Council and outside agencies as appropriate to ensure the effective day to day operation of benefits work.
- Liaise with Department for Work and Pensions, Job Centre Plus Offices, employers, solicitors, landlords, agents and other persons and organisations to assist in the processing of welfare benefits, and Housing and Council Tax Benefit (HB/CTB) within the Data Protection statutory provisions and rules of confidentiality.
- Provide assistance to the Systems and Technical Team where required – for example checking of claims, testing of systems, provision of information.
- Council policies – The post-holder must carry out his/her duties with full regard to the Council's current policies.

### **Appointment / Progression Criteria**

- Commencement on scale 2 – this applies to new starters with little / no experience of Revenues & Benefits
- Appointment / Progression to scale 3 - one years' experience carrying out all relevant decision making and system inputting within Benefits or Revenues.
- Appointment / Progression to scale 4 - a total of 2 years' experience carrying out all relevant decision making and system inputting within Benefits and Revenues.

**The job description is not a definitive list of tasks. It is designed to give an overall view of the job it is not an indicator of the sole requirements of the work required. It is expected that you will use initiative and develop your own style to achieve the overall purpose. The precise responsibilities may change from time to time in line with the organisational requirements of the Council. Reasonable adjustments will be made to working arrangements to accommodate a person with a disability who would otherwise be prevented from undertaking the work.**

## Person Specification

### Assessment Support Officer - Benefits

Knowledge/Qualifications / Training	Essential	Desirable	How identified
GCSE or equivalent in English and Maths	✓		Application form / certificate
Demonstrable evidence of continuous professional development		✓	Application form / certificate
Skills and Abilities	Essential	Desirable	How identified
Excellent communication skills – written and oral, including the ability to deal with members of the public and compose letters.	✓		Application form / interview
Ability to use initiative and solve problems	✓		Application form / interview
Ability to deal sensitively with members of the public	✓		Application form / interview
Ability to organise and prioritise own workload to meet needs of the team and ensure all deadlines met	✓		Application form / interview
Ability to interpret and action legislation	✓		Application form / interview
Full commitment to a high level of customer service, both internally and externally	✓		Application form / interview
Ability to work collaboratively and act for the benefit of the organisation	✓		Application form / interview
Experience	Essential	Desirable	How identified
Related work experience in either Revenues or Benefits.		✓	Application form / interview
Experience of working with customers		✓	Application form / interview
A knowledge of the computer systems used within Revenues and Benefits (knowledge of i-World and Anite@Work would be an advantage)		✓	Application form / interview