

Rutland County Council

Job Description

Job Title:	Benefits Officer
Grade:	Scale 5 - £21,074 to £23,111
Department:	Resources
Team:	Revenues and Benefits
Line Manager:	Revenues and Benefits Manager

Purpose of the Job:

To undertake accurate assessment of:

- Housing Benefit
- Local Council Tax Support
- Discretionary Housing Payments
- Local Council Tax Support Discretionary Fund
- Discretionary Support Fund.

Respond to customer queries regarding Benefits claims and payments in an efficient, effective and accurate manner.

Key responsibilities:

- Administer all processes and procedures to enable the appropriate assessment of individual needs for a benefit claim.
- Respond to queries from customers regarding all aspects of benefits, through correspondence, face to face and telephone contact.
- Ensure accurate completion of all customer information; undertake reporting, data extract and analysis.
- Ensure that all relevant legislation, regulation and local policies are adhered to. Ensure that all work processes comply with quality standards and key performance indicators.
- Provide assistance with the collation of evidence and reports in preparing appeal cases for tribunal.
- Exercise vigilance at all times and report suspicions of fraud in accordance with regulations, local policies and procedure.
- To deputise for the Benefits Team Leader from time to time



This job description indicates the main areas of activity of this post. From time to time, however, other tasks/duties may be required but these will fall within the general areas of responsibility and grade of the post.

Person Specification

Qualifications Qualified to Level 2/GCSE level of equivalent standard to include Maths and English

Experience Previous experience of working in a benefits team, processing claims for local council tax support and housing benefit.
Providing an efficient and customer focussed response to claimants, landlords and welfare organisations.
Update and extracting data from IT systems.
It would be helpful if candidates had previous experience of using CIVICA and other Microsite office products.

Knowledge Understanding and knowledge of benefits and their associated criteria for entitlements.

Skills Numerate.
Team oriented.
High level of discretion and confidentiality.
Able to explain benefit entitlement to customers.
Good communication and interpersonal skills to be able to deal with difficult situations/complex queries in a polite and sensitive way.
Well organised and with a great attention to detail.
Able to use a range of IT systems, email, word and excel.

Values To act in accordance with the principles set out in the Employee Code of Conduct and the Council's Values.
Able to recognise discrimination and be proactive in ensuring the Council's policy is put into practice.
Flexible and adaptable approach to work tasks.
Mobile and able to work from various locations.



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