****

Job description

**Benefit Assessment Officer**

|  |  |
| --- | --- |
| **Reports to**  |  **Benefit Assessment Team Leader** |
| **Responsible for Directly**   |  **0** |
| **Total staff managed**  |  **0** |
| **Working environment**  | Office based. |

**Purpose of role**

* **To assess and administer Housing Benefit and Council Tax Support applications and change in circumstances in a timely and accurate manner.**

**Key result areas:**

**Corporate Responsibilities**

* To ensure that all requirements of the General Data Protection Regulations, Freedom of Information Act and Health and Safety at Work Act are met.

**Operational responsibilities**

* To maintain an up to date working knowledge of Housing and Council Tax Benefit Legislation and associated Council Tax Liability Regulations.
* To operate the Civica Open Revenues IT System, the Civica Document Management System and access the Rents OHMS System in order to make decisions in accordance with the regulations on the assessment of benefit claims and associated Council Tax liability changes ensuring high levels of accuracy are maintained.
* To access secure Government computer systems via the Employee Authentication Service link to establish and verify customers benefit entitlement and Tax Credit information.
* To take enquiries and new claims or changes in circumstances via the telephone, face to face at the Council or by visiting outside organisations or customers’ homes where required, by email or by writing where necessary to obtain missing or required information to enable the correct assessment of the claim.
* To liaise with other sections and departments within the council. To liaise with outside organisations and Government Departments, e.g. Department for Work and Pensions, Her Majesties Revenues and Customs, The Prison Service, Border and Immigration Agency, Citizen Advice Bureau, GYROS, Housing Associations and Private Landlords.
* To complete work within the requirements of standards laid down to meet set timetables and targets.
* To carry out test checks for quality control purposes and to help compile statistics.
* To attend seminars, training sessions and working groups as necessary.
* To ensure that all requirements of the Data Protection Act, Freedom of Information and Health and Safety at Work Act are met.
* To undertake any other duties consistent with those listed above and appropriate to the title and grade of the post.

The post holder must be prepared to interchange with staff on the same salary within the Department

**The above may change subject to consultation with the post holder.**

**This job description sets out the duties and responsibilities of the job at the time when it was drawn up. Such duties and responsibilities may vary from time to time without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and cannot in themselves justify a reconsideration of the grading of the job.**

****

# Person specification

|  |
| --- |
| **Benefit Assessment Officer**  |
| **Experience/ Knowledge**  | * Aware of, and committed to abide by, the Council's equalities and diversity policies
* Aware of equalities and diversity issues and how employment legislation generally applies.

Desirable:* Knowledge of equalities and diversity legislation and best practice
* Proven ability/experience of dealing with people effectively at different levels
* A working knowledge and understanding of benefit law and best practice
 |
|   |
| **Qualifications**  | * Numerate and literate to levels indicated by four GCSE passes at grade C (Level 4) including Maths and English Language (or equivalents)
 |
|   |
| **Competencies /** **Skills**  | * An ability to assess Housing and Council Tax Benefit claims involving computerised systems
* An ability to use computerised Revenue or Benefits IT system, preferably IBS Open Revenues
* An ability to deal effectively with customers over the telephone, face to face or in writing
* Competent in Microsoft Office applications
* Keyboard skills
* Ability to understand relevant legislation and associated working procedures
* Good written and verbal communication skills
* Works to tight deadlines with a flexible attitude to ensure systems are maintained
* Able to deals with interruptions
* Ability to deal with Deals with vulnerable customers
* Calm under pressure
* Care and precision in data entry into manual and computerised information systems as required

Desirable:* Proven ability to solve problems
* A proven ability to use a computer terminal in a Windows operating environment
 |
|  |
| **Personal Qualities and Attributes**  | * Thorough, accurate, analytical and good judgement
* Approachable, empathetic, with good listening skills
* Maintains confidentiality
* Works with a minimum of supervision as part of a team and within recognised procedures
* Enthusiastic about new initiatives and keen to be involved
* Courteous and considerate in dealing with people
 |

|  |  |
| --- | --- |
| **Behaviours** | Effective communicationWorking together C:\Users\gwells\AppData\Local\Microsoft\Windows\INetCache\Content.Word\Artboard 20@2x-100.jpgTaking personal responsibilityPutting Great Yarmouth firstRespecting othersPeople focused• Embracing change |
|  |
| **Personal** **Circumstances**  |  |