

JOB DESCRIPTION



DIRECTORATE	Resources
SERVICE	Revenues and Benefits
POST NUMBER	TBC
POST TITLE	Senior Revenues and Benefits Officer (Benefits)
POST GRADE	Local Salary Scale S6
CONDITIONS OF SERVICE	National Joint Council (NJC) for Local Government Services as amended locally
RESPONSIBLE TO	Benefits Team Leader
RESPONSIBLE FOR	N/A
JOB PURPOSE	To provide advice, guidance and coaching to the team in relation to the assessment of Housing Benefit and Council Tax Reduction claims and to assist in maintaining the departments processing systems integrity in relation to Housing benefit subsidy. To assist the Benefits Team Leader with the day to day operations of the team.



- **Efficient and effective** (systems and resources evidencing Value for Money; Return on Investment – a commercial mindset)
- **Empowering** (timely decisions at the right level – proportionate governance)
- **Focussed on customer outcomes and early intervention** (evidence-led decision making and resource allocation)
- **A Community Leader** (influencing stakeholders, driving delivery with partners)

MAIN AREAS OF WORK	
1	Deputies for the Benefits Team Leader in their absence
2	When required assist with the production of the initial, mid-year and final benefit subsidy claims and maintain any necessary supporting documentation.
3	Assist the benefits team leader to carry out in year monitoring of the Academy Benefits system. Reviewing system reports, completing reconciliation spreadsheets and making necessary amendments to data to ensure the system balances throughout the year.
4	Provide advice, support and guidance to the team in relation to the assessment of Housing Benefit and Council Tax Reduction claims. Including the assessment of complex cases.
5	Liaise with the external auditor during the annual audit of the housing benefit subsidy claim
6	Assist with the production of appeal submissions and attend appeals hearings when necessary
7	When required assess new claims and changes in circumstances for all types of Housing Benefit and Council Tax Support claims. Making justifiable decisions based on all information available.
8	Support the Benefit Team Leader in providing training to officers on any new legislation, changes to procedures or computer system updates.
9	Maintain a set of procedure guides for all aspects of the work undertaken by the Benefits Team
10	Review practices and procedures to identify improvements to the efficiency and effectiveness of the team.
11	To work with the Benefit Team Leader and Benefits quality officer to co-ordinate the checking of benefit claims, to minimise the affect any errors may have on residents and the Councils Subsidy claim
12	Where errors or unacceptable standards have been identified in respect of individual officers, provide coaching in the areas identified in line with legislation and procedures.
13	Carry out quality and accuracy checks on officer's work following any coaching provided, ensuring that any additional training needs identified are addressed
14	Maintain the Benefits information held on the Councils website.
15	To undertake adhoc projects as required
16	When required and as part of flexible working – to work within other Services and Directorates in support of the Council's overall objectives and projects.
17	To co-operate with Managers in the implementation of the Council's Health and Safety Policy. The responsibilities of Managers in respect of this are set out in the Council's Health and Safety Manual
18	To undertake any other duties for which the post holder is competent and which the Service Manager considers necessary for the effective and efficient delivery of the Service

RDC Value	Behaviour	Description
Respect	Professional	Maintaining high standards – in line with professional/regulatory requirements and Nolan principles*
	Value others	Ensures that people are given opportunity to contribute, appreciate and acknowledge that contribution
	Empowering	Enabling and encouraging people to influence and make decisions
Open	Trusting	Rely on and put confidence in others to do as they say
	Listening	Makes time to hear what people are saying, checks understanding
	Feeding back	Sharing observations and perception to improve understanding and performance
Outcomes	Responsible	Being accountable and reliable, doing what you have said you will do
	Innovative	Creating and trying new ways of doing things
	Prioritises	Organise, clarify what is most important and focus on that
Together	Communicates	Shares information in an accessible and timely way with people who need to know
	Collaborates	Cooperates, identifies, and brings in people to work together
	Relationship focus	Taking time to build connections and get to know other people

PERSON SPECIFICATION



POST TITLE	Senior Revenues and Benefits Officer (Benefits)	
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		Essential
		Desirable
Qualifications		
Good level of general education	X	
Management qualification e.g. CMS, DMS		X
IRRV Revenues/Benefits Technician		X
Experience		
Minimum three years' experience in a benefits environment	X	
Providing training to groups and/or individuals	X	
Staff supervision experience		X
Skills and Abilities		
Communicate effectively both verbally and written	X	
Provide training and coaching to individuals and groups on complex legislation and/or procedures	X	
Time management	X	
Work under pressure and deal with unforeseen and urgent demands	X	
Work confidently and accurately with numerical data	X	
Correctly interpret complex legislation	X	
Training		
Use of MS Office including Word and Excel	X	
Training in revenues and benefits	X	
Knowledge		
Housing Benefit, Council Tax Support, Council Tax and Business Rates procedures	X	
IT skills – particularly Word and Excel	X	

Feb 26