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| **Job Profile** |

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| **Job Title**  | Benefits Officer |
| **Salary/Grade**  | Grade 3  |
| **Service**  | Financial Services |
| **Reports to**  | Benefits Manager |
| **Manages/ Supervises** | None |

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| **Job Purpose** | To process Housing Benefit and Council Tax Support applications using the Civica Workflow system, in accordance with Benefit Legislation. To deal with customers in respect of Housing Benefit and Council Tax Support by telephone and face to face to give advice on any benefit related matters |

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| **Principal Accountabilities** |
| **PRINCIPAL ACCOUNTABILITIES:*** To assess applications for Housing Benefit and Council Tax Support in accordance with the appropriate Benefit Regulations
* To assess Change of Circumstances using the Civica system, in accordance with the appropriate Benefit Regulations
* Ensure that the information within the Civica system is correct to ensure accuracy of data
* To use the DWP Customer Information System in accordance with the guidelines issued by the Local Authority Support Team and the Benefits Manager
* Deal with Customers both face to face and on the telephone.
* Requirement to work at the designated office on a hybrid basis.
* To support, contribute and comply with quality practises as described within the Corporate Quality Policy and as described by Management.
* To apply and actively promote the principles of the Council’s Equal Opportunities Policy in all areas of employment and service delivery.
* Any other associated duties as detailed by the Benefit Manager or their representative.
* To advise the Benefits Manager if at any time, the above duties and responsibilities cannot be performed.
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| **Corporate Accountabilities** |
| * To take responsibility for maintaining own health and attendance.
* To support, contribute and comply with quality and governance procedures as directed by management.
* To apply and actively promote the principles of the Council’s Equal Opportunities Policy in all areas of employment and service delivery.
* To apply and actively promote the principles of the Council’s Safeguarding Procedure in all areas of employment and service delivery.
* Any other duties as required to support the business, including maintaining business continuity and during civil emergencies. All staff may on occasions be called upon to support the Council to deal with emergency situations affecting the community we serve. In the event of an emergency or a rehearsal for such an event, you may be required to attend at times and at locations outside of the normal hours and duties of the post and to adopt duties directed by the Chief Executive or their nominated representative for the duration of the emergency.
* Any other associated duties detailed by Head of Service or his representative.
* To advise Line manager if, at any time, the above duties and responsibilities cannot be performed.
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| **Skills, Knowledge and Experience**(Tested at application and interview stage) |
| **Experience and Qualifications*** Minimum of 3 years comprehensive Housing Benefit & Council Tax Support assessment experience
* Minimum of Grade C English GCSE (or equivalent qualification)
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| **Skills and Knowledge** * Detailed knowledge and understanding of Benefits legislation
* Proven ability to work as part of a team
* Previous knowledge of dealing with customer enquiries, including those of a complex nature, in-person, by telephone, or in writing
* Strong aptitude for using IT and MS Office based applications
* Excellent communication skills.
* Ability to build effective working relationships
* Excellent administration & organisation skills
* Able to use own initiative and work independently
* Willingness to take ownership of duties and responsibilities.
* Understanding of and commitment to maintaining confidentiality and dealing with sensitive information
* Methodical and conscientious attitude
* Works well under pressure
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| **Competencies**(Tested at interview stage) |
| **Communicating Effectively** Demonstrate the effective use of the range of communication methods available: written, spoken, electronic, and use these methods in appropriate ways suitable to the context and situation* Present spoken communication in a polite, friendly and respectful manner seeking to ensure mutual understanding
* Listen well and seek clarification and understanding, avoiding jumping to conclusions or making assumptions
* Present information and ideas in a clear and understandable way which avoids jargon
* Seek to understand the communication needs of colleagues and customers, being mindful

of equality issues and the diverse needs of the range of people we work with* Choose the most appropriate method of communication for the situation, seeking to avoid using one fixed style or approach
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| **Performing Efficiently and Effectively** Promote good performance, developing clear, structured and efficient ways of managing workload and delivering results. Staff should challenge themselves and others to perform well, and to adhere to the Council’s performance management systems* Ensure that all work carried out by you is in line with business and service plans and supports the overall aims and ambition of the Council
* Plan your workload effectively, reporting achievements and problems to appropriate managers and project leaders
* See tasks and objectives through to completion
* Approach challenges with drive and enthusiasm
* Strive for continuous improvement in your work and manage your learning and development to enable you to perform to the best of your ability
* Create novel solutions to improve services and ways of working and challenge conventional practices
* Seek out income generating opportunities and efficiencies and aim to provide more for less to achieve the best possible value and high standards of service delivery
* Be enthusiastic about the Council’s services and look for opportunities to promote and sell them
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| **Using and Managing Resources Efficiently and Effectively** Demonstrate the effective and efficient use of the full range of resources used in and by the Council including time, finances, staffing, equipment, information, materials, buildings, etc.* Take responsibility for managing your time, seeking efficient ways to carry out your work, maximising your output and minimising wastage
* Use and acquire materials effectively and efficiently minimising wastage, recycling where possible, and striving for cost effectiveness
* Seek out ways to improve the use of resources
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| **Engaging with the Customer**Understand the needs and requirements of their customers, to provide excellent customer service, and to involve customers in the improvement of services* Provide a helpful and friendly service to customers, both internally and externally
* Take responsibility for following up on enquiries and solving customer issues
* Make efforts to fully understand the customer’s needs and avoid assuming that “we know best”
* Ensure that you have a full understanding of the needs and requirements of the customer
* Seek feedback from internal and external customers on the effectiveness and efficiency of the service you provide
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| **Working well Together**Actively foster good working relationships with colleagues and customers in order to collectively achieve the Council’s direction and ambition* Co-operate and work well with colleagues at all levels of the organisation, seeking collective responsibility for the achievement of goals
* Demonstrate consideration and respect for other’s feelings and opinions and avoid judging and making assumptions
* Maintain positive working relationships with external contacts in order to maintain the reputation of the Council
* Seek to actively solve problems and avoid passing the issue on to others or leaving the problem unresolved
* Demonstrate self-awareness of your style of working and develop flexibility and adaptability in order to work well with others
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| **Other Conditions** |
| **Does this post require a DBS check** | No | **Is this a Politically Restricted Post:**  | No |
| **Job profile updated** | August 2025 |

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| Braintree District Council Vision & Values |
| values and behaviours |