

JOB DESCRIPTION

Benefits Officer

Service area: Revenues & Benefits

Reports to: Head of Revenues and Benefits with delegated supervision to Benefits Team Leaders.

Responsible for: N/A

Location: Leek and Buxton/Agile working

Work flexibly between all sites: Yes

Grade: AG3

Salary range: 10-14

Car driver: Desirable

Essential/casual: Casual

JOB PURPOSE

To participate in the delivery of a professional and responsive Benefits Service across the Alliance through the efficient assessment and calculation of Housing Benefit and Local Council Tax Reduction.

To work flexibly across the Revenues & Benefits Team to ensure organisational and public service outcome are maximised.

To assist and drive forward channel shift to drive self-service to achieve the most efficient and customer friendly ways to access services.

JOB DUTIES

POST HOLDER DUTIES

1. To assist with the calculation/assessment and notification of benefit entitlements.
2. Process changes in circumstances in relation to Universal Credit.

3. To action change of addresses, single person discounts, and other discounts and exemptions for the Income Team as appropriate as part of the assessment of benefit claims and change events.
4. To assist applicants with their claims and reporting change in circumstances.
5. To process as required any reviews and interventions as part of an ongoing award of benefit.
6. To liaise, as appropriate, with other services areas and external agencies.
7. To assist internal and external customers with any other transactions as part of the one team approach.
8. Carry out other such duties which the Head of Service and Team Leaders (Benefits) may from time to time require to maintain the efficient and effective running of the services provided.

CORPORATE RESPONSIBILITIES

- Promote, both Councils' Equalities and Diversity Schemes ensuring that all discrimination is eliminated and referring any instances of perceived discrimination to the appropriate Executive Director.
- Promote a safe and healthy working environment including taking responsibility for the health and safety of all staff, elected members, service users and other members of the public, in line with the Councils' Health and Safety at Work Policy.
- Promote and support the delivery of the Councils Climate Change actions plans, the response to the Councils' declarations of a climate emergency and the delivery of the Councils' biodiversity duty.
- Support the Councils' commitment to good environmental management by ensuring the most environmentally friendly use of resources by reducing the amount of business travel by using teleconferencing facilities etc.
- Promote the principles of good customer care by taking responsibility, ensuring reliability and having respect for all those for whom the service is being provided, including colleagues and elected members.
- Work flexibly in support of colleagues and to undertake any other duties which may reasonably be requested commensurate with the grade for the post.
- Promote and comply with both Council's policies and guidelines on Information Governance and the Data Protection Act.
- Consistently exhibit the behaviours required under the Alliance CHOICE values and code of conduct.
- Be committed to safeguarding and promoting the welfare of children and young people and vulnerable adults.
- Carry out election duties as required.

JOB REQUIREMENTS

Transport Requirements:	Ability to travel to Alliance locations.
Working Patterns:	Hours of work as agreed with the line manager. Some out of hours work may be required.
Working Conditions:	Office based with travel to Alliance locations / agile working (where applicable).
Resources Staff/Finance:	N/A
Physical:	Working to planned priorities.
DBS:	Basic