POST DETAILS

1. DETAILS

Business Centre:	Resources
Post Title:	Benefit Advisor
Division:	Housing Benefits
Post No:	B0527
Grade:	Sc 6/7 (6 = £24,823 - £26,290 / 7 = £26,290 - £28,831)
Work Base:	Civic Centre
Prepared/Agreed by:	Ed Bowen
Date:	June 2024

2. ORGANISATIONAL RELATIONSHIPS

Reports to:	Senior Housing Benefits Assessment Officer
Deputising Responsibility:	None
Directly Supervises:	None
Indirectly Supervises:	None

3. RESPONSIBILITIES FOR RESOURCES

None

4. JOB PURPOSE & OBJECTIVES

Job Purpose

- To work as part of a team responsible for all aspects of the administration of Housing Benefit and Council Tax Support, and welfare provision.

- To provide front of house and telephone role for enquiries.

- To provide a high level of customer service when dealing with enquiries from the public via telephone, face to face, email and NEC portals.

Objectives

- To work with the Housing Benefit Technical Manager achieving business transformation to support service improvement, challenging existing service delivery models and championing new ideas to bring about positive change in service delivery and customer outcomes.

- To keep up to date with legislative and technical changes affecting Housing Benefits, Universal Credit, and Council Tax Support which impact on service delivery

5. MAIN DUTIES OF THE POST

1. To check the details of each claim, ensuring the claim complies with the requirements for original supporting documentation and has been completed correctly.
2. Request further information to support claims, make decisions and assess entitlement based on the relevant legislation, case law, Council policy and procedures ensuring calculations of entitlement are correct and notification letters issued.
3. Deal promptly and courteously with all forms of communication with the general public in accordance with the Council's customer carer standards and other agreed guidelines.
4. Be available on a rota basis and at times to cover front of house at short notice as and when necessary.
5. Accurately verify, assess and award entitlement for any other local welfare provision the local authority is required to deliver and notify customers accordingly.
6. Liaise with the Department for Work and Pensions, Citizens Advice and other external partners and organisations as required.
7. Correctly identify, classify and recover overpayments of Housing Benefits.
8. Gain knowledge and expertise in Housing Benefit and Council Tax Support and other Welfare Benefits in order to deal with everyday requests for information.
9. Deal with enquiries and liaise as appropriate with other sections of the Council, outside agencies and other bodies as required and as the law allows.
10. Comply strictly with the security and confidentiality requirements under the Department for Work and Pensions (DWP) memorandum of understanding when carrying out data checks on the Customer Information System (CIS) system.
11. Ensure that you have up-to-date knowledge of the computer systems and changing legislation in order that you accurately maintain and update the benefits database.
12. Assist in identifying potentially fraudulent claims and refer cases to the Reigate and Banstead partnership Investigations Team.
13. Meet agreed performance and accuracy targets and provide a quality service with a high level of customer care.
14. The postholder will be expected to adopt a flexible attitude to the duties which may be varied (after discussion with the postholder) subject to the needs of the service and in keeping with the general profile of the post e.g. assisting with project work.
15. Ensure confidentiality and security of personal information/data in accordance with data protection.
16. Any other duties and responsibilities that may be reasonably allocated from time to time

General

The above is a record of the main duties and responsibilities of this post at a given date. As necessary, following consultation, duties may change from time to time to meet the requirements of the service.

PERSON SPECIFICATION

Post Name: Benefit Adviser   Post Number: B0527

Completed By: Ed Bowen   Date: April 2024

Essential	How Assessed?		Desirable	How Assessed?	
	AF	INT		AF	INT
Education & Training GCSE Maths and English or equivalent Excellent verbal and written communication skills, with a strong customer focus	Y	 Y	IRRV technician or equivalent experience	Y	
Job Specific Skills & Knowledge Knowledge of the range of welfare benefits available. Experience of providing excellent customer service Experience of working to deadlines and achieving targets at a service, team and personal level Experience of dealing with customers in writing on the telephone and face to face Knowledge of Windows based office package		Y Y Y Y Y	Experience of using NEC Revenues & Benefits software Experience of working in a Local Authority, Housing Association or similar organisation	Y Y	

Essential	How Assessed?		Desirable	How Assessed?	
	AF	INT		AF	INT
Personal Qualities/Personality					
Excellent customer care and communication skills both verbal and in writing.		Y			
Well-developed organisational skills, able to organise and manage large volumes of work accurately at speed and deliver within given timescales.		Y			
Ability to deal with difficult and sometimes irate customers by telephone and personal interview.		Y			
Attentive to detail, able to work and respond positively to pressure.		Y			
Collaborative and constructive approach		Y			
Flexible and adaptable workstyle with the ability to deal with frequent legislative and software changes.		Y			
Good numeracy, accounting and literacy skills.	Y				
Confident, team player, able to demonstrate the ability to work independently as well as part of a team.		Y			
Discreet and tactful with an understanding of the General Data Protection Regulation (GDPR) and the confidential nature of the work.		Y			

Special Requirements Ability to work with minimum supervision. Commitment to the provision of a high-quality service		Y Y			