

Job Description

Service:	Customers Services
Job title:	Benefit Assessment Officer
Grade:	Grade D
Hours of work:	30
Responsible to:	Benefits Team Leader
Responsible for	
Direct reports:	0
Indirect reports:	0
Budget:	446

Purpose of Post:


To be responsible for the assessment of Housing Benefit and Council Tax Support claims

Key Deliverables:

1. To make decisions on all aspects of Housing Benefit and Council Tax Support claims ensuring that entitlement is awarded in line with benefit legislation within prescribed timescales.
2. Assess Housing Benefit and Council Tax Support claims using a computerised benefits system.
3. Interpret and apply the appropriate benefit legislation to each claim including the use of discretion where appropriate.
4. Communicate with claimants to obtain information to be able to process claims by letter, phone and face-to-face.
5. Use of electronic document management systems
6. Keep up-to-date with changes to legislation and procedures by attending both internal and external courses as required.
7. Liaise with the Department for Work and Pensions and other organisations to clarify a claimant's entitlement to benefits.
8. Identify potentially fraudulent claims and liaise with the Fraud Team

This is intended as a guide to the range of duties involved and other duties may be required from time to time as priorities change and evolve.

<p>Knowledge and Qualifications</p> <p>The minimum knowledge required to undertake this role and any qualifications or training essential for the role</p> <p>(D) Desirable</p>	<ul style="list-style-type: none"> • A reasonable working understanding of Housing Benefit Regulations 2006 and associated legislation. • Knowledge of DWP best practice including verification standards. • Knowledge of Data Protection legislation. • Knowledge of Council Tax legislation.
<p>Experience</p> <p>Experience the person would need to do the job</p> <p>(E) Essential</p>	<ul style="list-style-type: none"> • Experience in dealing with members of the public. • Recent experience of assessing all types of benefit claim. • Experienced in using Microsoft applications and computerised benefit systems.
<p>Skills and Abilities</p> <p>Specific skills the applicant would need to do the job</p> <p>(E) Essential</p>	<ul style="list-style-type: none"> • Ability to work to a high degree of accuracy. • Ability to interpret and make decisions by applying legislation appropriately and consistently. • Ability to converse with customers, sometimes in difficult situations. • Very good communication skills both written and verbal. • Ability to achieve performance targets. • Ability to organise and prioritise own workload, and work with a minimum of supervision in order to meet statutory and locally set deadlines. • Establishes clear actions and timeframes with deadlines and milestones • Ensures the effective and efficient use of time and resources • Identifies what is required before each task can be begun or completed

	<ul style="list-style-type: none"> Monitors progress against the plan and acts accordingly
Decision Making and Impact on Others What impact the reasons made by the post holder would have on others across the Council	<ul style="list-style-type: none"> Makes and communicates clear decisions Makes effective decisions under time pressure and in line with legislation and procedures Makes unpopular decisions where necessary Takes responsibility for the outcomes and impact of their decisions Considers all relevant data when making decisions
Communication with Internal and External Customers What customers the applicant would be in contact with in the job	Predominantly external customers – high visibility with members of the public Internal customer contact __30% External customer contact __70%
Personal Attributes and Other Requirements (E) Essential	Be a good team worker demonstrating loyalty and commitment to the organisation and team members Work effectively alone and under pressure.
HDC values 	<p>The values outlined below reflect our collective positive attitude and how all staff are expected to work together as one team.</p> <p>Inspiring: We have genuine pride and passion for public service; doing the best we can for customers matters to us all.</p> <p>Collaborative: We achieve much more by working together, and this allows us to provide the best service for customers.</p> <p>Accountable: We take personal responsibility for our work and our decisions, and we deliver on our commitments to customers.</p> <p>Respectful: We respect people's differences and are considerate to their needs.</p> <p>Enterprising: We use drive and energy to challenge the norm and adapt to changing circumstances. We are always</p>

	ready for challenges and opportunities, and we embrace them.
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Safeguarding and promoting the welfare of children and young people/vulnerable adults

Huntingdonshire District Council is committed to safeguarding and promoting the welfare of children and vulnerable adults and expects all staff and volunteers to share this commitment.