

Job Description and Person Specification

Role: Benefit Support Officer



Job Description

Job Title	Benefit Support Officer
Grade	3
Service	Revenues & Benefits
Reports to	Benefits Team Manager
Location	One Friargate
Job Evaluation Code	



About Coventry City Council

Who we are: At Coventry City Council we are dedicated to making a positive difference to the services we deliver to the diverse citizens of Coventry. The work we do improves people's lives – from helping them into work to providing clean and green places to live, to keeping people safe and protected.

As a Coventry City Council employee, you have our ongoing commitment to your growth and development with opportunities to work across multiple service areas including customer contact, public health prevention and education and skills, adults and children's services and provide support for the most vulnerable.

Our Priorities – Increasing the economic prosperity of the city and region, improving outcomes and tackling inequalities within our communities, and tackling the causes and consequences of climate change.

Our Values: We expect everyone who works for us to be committed to our One Coventry values and to share our commitment to becoming a more diverse and inclusive organisation:



About the Service your team will provide

Purpose of the role

- The Benefits Service is responsible for the assessment of Housing Benefit, Council Tax Support, Free School Meals and Discretionary Grants and the Benefit Support officer (BSO) will provide admin and first line support for these services
- In order to provide a more efficient and effective service, we are looking to recruit a Benefits Support Officer to join our department.
- To work closely with the Benefits, Hostel and Overpayment Teams will be the initial focus of these posts. Duties will involve obtaining information for benefit claims and indexing documents onto our internal electronic system. In regards to overpayments you will trace and establish appropriate methods of recovery. The successful candidate will use a wide range of systems and handle information subject to the Data Protection Act.
- One of the main area of the BSOs work will be to provide clerical support on the Hostel and New Claims team
- To undertake a range of administrative, technical and customer focused duties to support the Benefit Service.

Main Duties & Key Accountabilities

Core Knowledge

- Undertake a full range of administrative duties in order to support the work carried out by the Benefits Service
- Request and collect information from customers and 3rd parties, either face to face, by telephone, email or in writing.
- This role will involve a significant amount of contact with external partners and claimants over the telephone so the candidate will need to be confident and comfortable with making calls out and receiving calls. This will involve conversing with vulnerable claimants as well as support workers
- Input information into the benefits computer system to update records
- Maintain computerised systems by retrieving information and conducting 'housekeeping' tasks
- Use and maintain information systems, such as 'excel' and databases to provide management reports
- Use information systems to download and upload data using local software systems e.g. Department for Works and Pensions, Academy Revenues and Benefits systems and document management systems
- Undertake administrative duties which ensure the smooth running of the office e.g. using a range of office equipment, collation and distribution of documents

- Maintain up to-date knowledge of the service area and systems used to deliver the service
- Provide a high level of customer care when dealing directly with customers
- 10. Assist with the training of team members in office systems and procedures Any other duties and responsibilities within the range of the salary grade
- Any other duties and responsibilities within the range of the salary grade

Key relationships

External	Internal
Claimants Support workers Advice organisations Housing providers including Housing Associations DWP	Benefit & Revenues officers Overpayment team System Support team Supported Exempt Accommodation officers Managers Senior Benefit Officers Technical Officers Clerical officers

Standard information

Post holders will be accountable for carrying out all duties and responsibilities with due regard to Code of Conduct, Safeguarding, Health & Safety and the City Council's Workforce Diversity and Inclusion Policies.

Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines.

Smoke Free

The City Council is Smoke - Free. Smoking is not permitted on any of our premises or the surrounding land including car parking facilities.

Training

The postholder must attend any training that is identified as mandatory to their role.

Responsible for:

Staff managed by postholder:

None

Person specification

Job Evaluation Code	
Knowledge	
Knowledge of the services provided by Local Government.	
Awareness of Housing Benefit, Council Tax Support & Universal Credit	
Knowledge of IT packages and systems	
Awareness of the need for confidentiality and a non- judgemental approach when dealing with customers	
Knowledge of data protection and equalities and how they are related to the job	
Knowledge of Health and Safety in relation to the office environment	
Skills and Abilities	
Ability to prioritise own workload	
Ability to work flexibly and respond to changing priorities	
Numeracy skills.	
Excellent Customer Service Skills to deal with customers on a face-to-face basis and over the telephone, in accordance with the Corporate standards	
Excellent communication skills, both verbal and written and the ability to establish rapport with customers and organisations	
Ability to be innovative and to have a pro-active approach	
Ability to work under pressure and deliver team objectives	
IT skills, to include Microsoft Office packages e.g. Word, Outlook and Excel	
Experience	
Experience of dealing with a wide range of people in order to handle and resolve enquiries	
Of a wide range of administrative work	
Of using and maintaining computerised systems	
Experience of working as part of a team.	

Experience of working to targets
Qualifications
Good standard of numeracy and literacy
Special Requirements
<p>On Appointment:</p> <p>Registration to the Department of Works and Pensions (DWP) Employee Authentication System (if required). This will involve the completion of a character declaration and confidentiality agreement.</p> <p>A declaration of interest form will be required to be completed annually.</p> <p>This post is exempted under the Rehabilitation of Offenders Act 1974 and as such appointment to this post will be conditional upon the receipt of a satisfactory response to a check of police records via Disclosure and Barring Service (DBS).</p>

Date Created	July 2014	Date Reviewed	May 2018
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