

Job Description and Person Specification

Benefits Officer

Job Details	
Grade	GRD4
Service	Revenues & Benefits
Location	Friargate
Job Evaluation Code	P1024D

About Coventry City Council

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:

Open and fair: We are open, fair and transparent.

Nurture and develop: We encourage a culture where everyone is supported to do and be the best they can be.

Engage and empower: We engage with our residents and empower our employees to enable them to do the right thing.

Create and innovate: We embrace new ways of working to continuously improve the services we offer.

Own and be accountable: We work together to make the right decisions and deliver the best services for our residents.

Value and respect: We put diversity and inclusion at the heart of all we do.

Job Purpose

As a Benefits Officer, you will help administer Housing Benefit and Council Tax Support, ensuring claimants receive accurate and timely support. Your expertise will guide you in processing claims, assessing entitlements, and managing overpayments with precision and care. You will deliver exceptional customer service, efficiently and empathically addressing enquiries while maintaining confidentiality and upholding the Council's commitment to inclusivity and diversity. Your contributions will directly impact the well-being of Coventry's residents, reflecting our values of being globally connected and locally committed.

Main Duties & Key Accountabilities

Processing all benefit claims, including those for students, war pensioners, and the self-employed, ensuring complete and accurate form submissions

Calculating entitlements and overpayments, adhering to legislation, and initiating recovery actions when necessary
Handling changes in claimants' circumstances, updating records, and issuing correct decision letters
Maintaining benefit records through the online system and ensuring data accuracy across associated computerised platforms
Delivering excellent customer service , addressing enquiries through various communication channels in line with council policies
Corresponding with external agencies and stakeholders to gather information for benefit assessment and decision-making
Offering advice on welfare benefits, directing complex cases to the technical team for specialised support
Responding to social landlords and hostel providers, aiding their interactions with tenants regarding benefit issues
Collaborating with the Fraud Team at DWP, and identifying and referring potential fraudulent benefit claims for investigation
Promoting teamwork, mentoring colleagues, and providing assistance with on-the-job training to enhance team performance
Contributing to the service's efficiency by supplying necessary statistics and management information upon request
Assisting with other duties and responsibilities within the range of the salary grade

Key Relationships

External:	
Internal:	

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.
- attending any training and undertaking any development activities that are identified as

mandatory/beneficial to their role.

- any other duties and responsibilities within the range of the salary grade.

Responsible for

N/A

Person Specification

Requirements	
Knowledge	Have knowledge of Housing Benefit, Council Tax Support, and other Welfare Benefits, including the importance of confidentiality
Skills And Ability	Be able to deliver excellent customer service both face-to-face and over the telephone, adhering to corporate standards
	Be able to compose written responses to complex enquiries from customers and external agencies
	Have numeracy skills to accurately assess Housing Benefit, Council Tax Support, and Universal Credit claims using online systems
	Be able to handle difficult interviews effectively, including managing emotionally upset customers and de-escalating violent or abusive situations
	Possess keyboard skills for efficient data input, retrieval, and email communication
	Be able to organise and prioritise own workload effectively
	Possess excellent numeracy and literacy skills
Experience	Have previous experience in public-facing service delivery roles
	Be experienced in working collaboratively as part of a team