

Job Description and Person Specification

Discretionary Awards Officer

Job Details	
Grade	GRD4
Service	Customer Services
Location	City Wide
Job Evaluation Code	P1465D

About Coventry City Council
<p>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:</p> <p>Open and fair: We are open, fair and transparent.</p> <p>Nurture and develop: We encourage a culture where everyone is supported to do and be the best they can be.</p> <p>Engage and empower: We engage with our residents and empower our employees to enable them to do the right thing.</p> <p>Create and innovate: We embrace new ways of working to continuously improve the services we offer.</p> <p>Own and be accountable: We work together to make the right decisions and deliver the best services for our residents.</p> <p>Value and respect: We put diversity and inclusion at the heart of all we do.</p>

Job Purpose
<p>Administering all claims for Discretionary Grants and Awards.</p> <p>Providing a frontline service to customers or their representatives. Responding to their needs by telephone, in writing, and when required, face to face.</p>

Main Duties & Key Accountabilities
<p>Providing advice and guidance to all customers and/or representatives on the schemes available and assist with applications if needed. Identifying and supporting the most vulnerable customers to ensure their</p>

specific and complex needs are met.
Processing claims, calculating entitlement and deciding and issuing payments for discretionary grants and awards in accordance with relevant policies and procedures. Undertaking follow up work where necessary and carry out reviews of decisions if requested.
Conducting interviews with customers as required.
Recording all claims on the on line computer system and any other computerised records relating to the claim
Using effective budget monitoring skills to ensure expenditure is kept within grant allocations and the Council's budgetary constraints.
Providing general advice and guidance to customers and their representatives on other welfare benefits, grant schemes and personal budgeting. Refer more complex cases to the relevant organisation.
Highlighting income and expenditure issues when administering claims, and provide money management advice where appropriate.
Developing and maintaining close working relationships with voluntary and statutory organisations, partners, internal services and external suppliers.
Promoting efficient and effective team working by mentoring other members of staff when requested and giving advice and guidance.
Liaising with other teams within the service to ensure claims are correct, taking appropriate action to prevent fraud and error.
Contributing to the continuous development of efficient and effective procedures and policies relating to Discretionary Grants and Awards.
Providing information to management as required to enable monitoring of Budgets and evaluation of the schemes

Key Relationships

External:	Customers, schools, external organisations / Third Party Providers
Internal:	Employees, managers, other internal services.

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

No People Management Responsibilities

Person Specification

Requirement Type	Int	App	Ass	Requirement
Knowledge				Demonstrate understanding of Housing Benefits, Discretionary Housing Payments, Local Welfare Provision, applicable Welfare Benefits, and the organisations and agencies available to support residents.
Knowledge				Have knowledge of Microsoft Office packages specifically Word, Outlook and Excel
Skills And Ability				Possess excellent Customer Service Skills to deal with customers on a face-to-face basis and by telephone in accordance with the Corporate standards.
Skills And Ability				Possess excellent communication skills, both verbal and written and the ability to establish rapport with customers and organisations.
Skills And Ability				Have the ability to respond effectively and appropriately to difficult situations, taking a proactive approach where needed.
Skills And Ability				Possess ICT skills sufficient to access, interpret and retrieve data for processing awards.
Skills And Ability				Possess effective organisational skills to prioritise own workload with minimum supervision

Skills And Ability				Have the ability to work under pressure and to tight and conflicting deadlines
Experience				Experience of working within a benefits environment.
Experience				Experience of working effectively with customers, support agencies and organisations
Qualification				Demonstrate a high standard of numeracy and literacy
Special Requirements				This role is exempt under the Rehabilitation of Offenders Act 1974, requiring a satisfactory Disclosure and Barring Service (DBS) check of police records.