

## Job Description and Person Specification

### Benefits Support Officer

Job Details	
Grade	3
Service	Revenues & Benefits
Location	Friargate
Job Evaluation Code	P1535D

#### 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.

#### About the Service your team will provide

As a Benefits Support Officer, you will help administer financial support services, ensuring that Coventry's residents receive the benefits they are entitled to. Your expertise and knowledge will be instrumental in maintaining the integrity and confidentiality of our processes. You will contribute to the effective operation of the Benefits Service while upholding our commitment to diversity, inclusion, and excellent customer service.

#### Main Duties & Key Accountabilities

Administering a comprehensive suite of administrative tasks to bolster the Benefits Service operations

Gathering and processing information from clients and external parties through various communication

channels
Updating and managing records by inputting data into the benefits computer system
Retrieving information and performing system maintenance to ensure the integrity of computerised systems
Generating management reports by utilising and maintaining databases and spreadsheet software
Transferring data between local and national software systems to maintain accurate benefits records
Ensuring office efficiency through administrative tasks, including the use of office equipment and document management
Keeping abreast of service area developments and system updates to deliver informed service
Delivering exceptional customer service through direct interactions with clients
Contributing to team development by assisting with training on office systems and procedures
Collaborating with colleagues to foster a supportive and efficient working environment
Upholding Coventry City Council's commitment to diversity and inclusion in all aspects of service delivery

### 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.

#### Training

The postholder must attend any training and undertake any development activities that are identified as mandatory/beneficial to their role.

## Responsible for

None

## Person Specification

### Requirements

Knowledge	Understand the services provided by local government, including specific awareness of Housing Benefit and Council Tax Support
	Be aware of the importance of confidentiality, non-judgemental service provision, and the implications of data protection and equalities legislation
	Understand Health and Safety considerations within an office environment
Skills And Ability	Be able to prioritise tasks effectively and adapt to changing priorities with a flexible approach
	Have excellent communication skills, both verbal and written, to establish rapport with customers and organisations
	Be able to innovate, proactively approach tasks, and work under pressure to achieve team objectives
	Possess experience in IT, including Microsoft Office packages such as Word, Outlook, and Excel
Experience	Possess experience in dealing with a diverse range of people to handle and resolve enquiries effectively
	Be experienced in a variety of administrative tasks and the use and maintenance of computerised systems. Have a background in collaborative teamwork and working towards set targets.
Qualification	Possess a good standard of numeracy and literacy as evidenced by relevant qualifications

Special Requirements	Be committed to continuous personal development and willing to engage in training and development opportunities
	Be able to support the Council's aim of delivering priorities with fewer resources while managing performance and measuring progress