



Coventry City Council

Job Description

Job Title:	Discretionary Grants and Awards Officer	Job Number:	
Service:	Revenues and Benefits	Grade:	G4
Location:	Friargate		

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.

Job Purpose:

Supporting some of the most vulnerable benefit customers in hardship by:

- Administering all claims for Discretionary Grants and Awards.
- Providing a front line service to all customers or their representatives by responding to their needs by providing a face to face service and also by telephone or in writing

Main Duties and Responsibilities:

- To provide advice and guidance to all customers and/or representatives on the schemes available and assist with applications if needed.
- To process claims for discretionary grants and awards by:
 - Ensuring that claim forms are completed fully and accurately and all information has been received in accordance with appropriate policy and procedures.
 - Conducting interviews with customers as required.
 - Calculating entitlement, taking into account individual personal circumstances and with due regard to equality and anti poverty strategies.
 - Deciding and issuing awards and notifying customers in line with the relevant regulations, policy and procedures.
 - Maintaining accurate case records and undertaking follow up work where necessary
 - Recording all claims on the on line computer system and any other computerised records relating to the claim
 - Carrying out reviews of decisions if requested.
- Use effective budget monitoring skills to ensure expenditure is kept within grant allocations and the Council's budgetary constraints.
- Provide general advice and guidance on other welfare benefits, grant schemes, personal budgeting, and refer more complex cases to the relevant organisation.

- Highlight income and expenditure issues when administering claims and provide money management advice where appropriate.
- Develop and maintain close working relationships with voluntary and statutory organisations, partners, internal services and external suppliers.
- To be responsible for organising own workload, with minimum supervision and on own initiative.
- Promote efficient and effective team working by mentoring other members of staff when requested and giving advice and guidance.
- Provide an effective and efficient customer service in line with the Council's Customer Care Policies by:
 - Dealing with enquiries from customers or their representatives, either face to face, by telephone, by letter, or home visit in exceptional circumstances.
 - Identifying and supporting the most vulnerable customers to ensure their specific and complex needs are met.
- Liaise with other teams within the service to ensure claims are correct, and take action where there is a possibility of an award being claimed fraudulently.
- Have a sound knowledge of Housing Benefit legislation, relevant Welfare Benefits legislation, and local policies and procedures to ensure the discretionary award schemes are administered within the agreed frameworks, and in order to maximise allocated budget.
- Contribute to the continuous development of efficient and effective procedures and policies relating to Discretionary Grants and Awards.
- Provide any required management information to enable monitoring of budgets and evaluation of the schemes
- Any other duties and responsibilities within the range of the salary grade.

The post holder must comply with Coventry City Council's health and safety policy and in particular is required:-

- To take reasonable care for their own health and safety at work and of those who may be affected by their actions or by their omissions
- To cooperate with their line manager and senior management, to work safely, to comply with health and safety instructions and information and undertake appropriate health and safety training as required
- Not to intentionally or recklessly interfere with or misuse anything provided in the interests of health, safety and welfare
- To report to their manager any health and safety concerns, hazardous condition or defect in the health and safety arrangements.

Any further Health and Safety responsibilities relevant to this post will be set out in the offer letter and Written Statement of Particulars

The post holder must comply with the Interagency procedures of the Safeguarding Boards and Coventry City Council's policies for safeguarding children and safeguarding adults and in particular is required:-

- To ensure they are aware of the signs that may suggest a child or vulnerable adult is being abused or neglected
- To report to their manager, or other appropriate manager, any concerns they may have that suggest that a child or vulnerable adult may be being abused or neglected immediately

Any further Safeguarding Board responsibilities relevant to this post will be set out in the offer letter and Written Statement of Particulars

Post holders will be accountable for carrying out all duties and responsibilities with due regard to the City Council's Equality, Diversity and Inclusion Policy.

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

Responsible for: None

Responsible to: Team Manager – Benefits Service

Date Reviewed: October 2015

Updated: March 2019



Coventry City Council

Person Specification

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Service:	Revenues and Benefits	Grade:	G4
Location:	Friargate		

Area	Description
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Knowledge:	<ul style="list-style-type: none">• Knowledge of Housing Benefits, relevant Welfare Benefits and Discretionary Payments Awards.• Awareness of the Welfare Reform agenda and associated changes.• Awareness of the need for confidentiality• Knowledge and experience of working with support agencies and organisations• Knowledge of equal opportunities, diversity and inclusion, and how they are related to the role.• Microsoft Office package specifically Word, Outlook and Excel.
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Skills and Abilities:	<ul style="list-style-type: none">• Excellent Customer Service Skills to deal with customers on a face-to-face basis and by telephone in accordance with the corporate standards.• Excellent communication skills, both verbal and written and the ability to establish rapport with customers and organisations.• Numeracy skills to assess Housing Benefit, Council Tax Support, Working Tax Credit using an on line system.• Ability to respond effectively to difficult situations• IT skills sufficient to access, interpret and retrieve data for processing awards.• Organisational skills to prioritise own workload with minimum supervision• Ability to work under pressure and to tight deadlines• Ability to be innovative and to have a pro-active approach• Ability to work within an evolving environment in order to improve service delivery
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Experience:	<ul style="list-style-type: none">• Previous experience of providing customer service within a benefits environment or an advisory setting• Experience of working as part of a team.• Experience of working within a budget
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Educational:	<ul style="list-style-type: none">• High standard of numeracy and literacy
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Special Requirements:

- On appointment, 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.
- On appointment, a declaration of interest form will be required to be completed.
- On appointment, a Disclosure and Barring Service (DBS) check will be required to be completed. 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).

Date Reviewed:**Updated:** March 2019