



Coventry City Council

## Job Description

<b>Job Title:</b>	Benefit Support Officer	<b>Job Number:</b>	P1535D
<b>Service:</b>	Benefits Service	<b>Grade:</b>	3
<b>Location:</b>	One 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:

To undertake a range of administrative, technical and customer focused duties to support the Benefit Service.

### Main Duties and Responsibilities:

1. Undertake a full range of administrative duties in order to support the work carried out by the Benefits Service
2. Request and collect information from customers and 3rd parties, either face to face, by telephone, email or in writing.
3. Input information into the benefits computer system to update records
4. Maintain computerised systems by retrieving information and conducting 'housekeeping' tasks
5. Use and maintain information systems, such as 'excel' and databases to provide management reports
6. 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
7. Undertake administrative duties which ensure the smooth running of the office e.g. using a range of office equipment, collation and distribution of documents
8. Maintain up to-date knowledge of the service area and systems used to deliver the service
9. 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

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 Workforce 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:** Benefits Team Manager

**Date Reviewed:** April 2021

**Updated:** July 2014



Coventry City Council

## Person Specification

<b>Job Title:</b>	Benefits Support Officer	<b>Job Number:</b>	
<b>Service:</b>	Benefits	<b>Grade:</b>	3
<b>Location:</b>	One Friargate		

Area	Description
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<b>Knowledge:</b>	<ul style="list-style-type: none"><li>• Knowledge of the services provided by Local Government.</li><li>• Awareness of Housing Benefit and Council Tax Support</li></ul>
	<ul style="list-style-type: none"><li>• Knowledge of IT packages and systems</li><li>• Awareness of the need for confidentiality and a non- judgemental approach when dealing with customers</li></ul>
	<ul style="list-style-type: none"><li>• Knowledge of data protection and equalities and how they are related to the job</li><li>• Knowledge of Health and Safety in relation to the office environment</li></ul>

<b>Skills and Abilities:</b>	<ul style="list-style-type: none"><li>• Ability to prioritise own workload</li><li>• Ability to work flexibly and respond to changing priorities</li><li>• Numeracy skills.</li></ul>
	<ul style="list-style-type: none"><li>• Excellent Customer Service Skills to deal with customers on a face-to-face basis and over the telephone, in accordance with the Corporate standards</li><li>• Excellent communication skills, both verbal and written and the ability to establish rapport with customers and organisations</li></ul>
	<ul style="list-style-type: none"><li>• Ability to be innovative and to have a pro-active approach</li><li>• Ability to work under pressure and deliver team objectives</li><li>• IT skills, to include Microsoft Office packages e.g. Word, Outlook and Excel</li></ul>

<b>Experience:</b>	<ul style="list-style-type: none"><li>• Experience of dealing with a wide range of people in order to handle and resolve enquiries</li></ul>
	<ul style="list-style-type: none"><li>• Of a wide range of administrative work</li><li>• Of using and maintaining computerised systems</li></ul>
	<ul style="list-style-type: none"><li>• Experience of working as part of a team.</li><li>• Experience of working to targets</li></ul>

<b>Educational:</b>	<ul style="list-style-type: none"><li>• Good standard of numeracy and literacy</li></ul>
	<ul style="list-style-type: none"><li>• </li></ul>
	<ul style="list-style-type: none"><li>• </li></ul>



Coventry City Council

Resources Directorate  
Human Resources

**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.

A declaration of interest form will be required to be completed annually.

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:** April 2021

**Updated:** May 2018