



Coventry City Council

Job Description

Job Title:	Benefit Technical Officer	Job Number:	
Service:	Revenues and Benefits	Post Number:	Various
Location:	Friargate / Agile working	Grade:	G6

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 provide technical expertise and guidance in order to provide staff training and accurately review Housing Benefit and Council Tax Support decisions, in accordance with relevant regulations. Contribute to the development and implementation of policies and new initiatives to ensure the delivery of customer focused services, in line with legislative frameworks and the Councils vision and values.

Main Duties and Responsibilities:

- Be responsible for and undertake the interpretation of Housing Benefit and Council Tax Support Regulations. Maintain an up to date knowledge of the relevant legislation and case law in order to relate it to specific cases and provide training and guidance to all Benefits staff.
- Be responsible for and undertake the processing of revisions and appeals from claimants or their representatives in line with Government Regulations and Local Procedures. Using own discretion, ensure that appropriate action is taken from initial receipt of appeal through to Tribunal Hearing.
- Be responsible for, design, development and delivery of an effective training programme within the Benefits Service. Identifying training needs and ensuring all training is in line with Government Regulations and Local Procedures.
- Be responsible for the development, production and updating of all Benefits procedure manuals. To include all changes to procedures and working practices and ensure these are effectively communicated to staff.
- Provide advice and guidance to all Benefit staff and deal personally with more complex, sensitive or delicate cases, where technical expertise is required.
- Use technical knowledge to enable the service to deliver the Governments Welfare Reform Agenda. Developing new procedures, providing support in the testing and implementation of IT changes, gathering statistical information and supporting change.
- Responsible for the development of change projects as required to implement new service initiatives, under the direction of Senior Management.
- Investigate and gather information in order to effectively respond to enquiries from MP's/ Councillors, customer complaints and completing Ombudsman reports adhering to the corporate complaints process and procedures.

- Maintain good working relationships, and liaise with other departments of the City Council, partners and stakeholders on procedural and operational levels to ensure provision of a high quality service to customers.
- Contribute to the operational and service plans and work as a management group to organise the work of the service.
- Provide management cover as required to ensure the needs of the service are met.
- Perform such other duties which are within the scope and spirit of the job, the title of the post and its grading.

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:

Responsible to: Senior Team Manager

Date Reviewed: May 2021

Updated: May 2021



Coventry City Council

Person Specification

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Location:	Friargate, Agile working	Grade:	G6

Area	Description
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Knowledge:	<ul style="list-style-type: none">• Detailed knowledge of Housing Benefit legislation, Council Tax Support Schemes, and DWP administered benefits
	<ul style="list-style-type: none">• Detailed knowledge of the Housing Benefit and Council Tax Support appeals process
	<ul style="list-style-type: none">• A range of training and development tools
	<ul style="list-style-type: none">• Understanding of Welfare Reform and other developments within local and national benefit schemes, including relevant caselaw following Upper Tribunal decisions.
	<ul style="list-style-type: none">• A working knowledge of Benefit IT systems, e.g. Anite and Academy and general computer packages including Excel, Word, PowerPoint etc.
Skills and Abilities:	<ul style="list-style-type: none">• Highly developed communication skills, written, oral and presentational.
	<ul style="list-style-type: none">• Ability to understand and interpret constantly changing complex legislation and technical information and explain in a clear and concise way
	<ul style="list-style-type: none">• Able to undertake research, analyse and interpret written information and plan and create legislative and procedural guidance
	<ul style="list-style-type: none">• Effective decision making skills to be able to review case information and make accurate efficient decisions
	<ul style="list-style-type: none">• Ability to be pro-active and forward thinking to drive the service forward
	<ul style="list-style-type: none">• Self -management skills to be able to plan, prioritise and deliver training & projects within timescales
	<ul style="list-style-type: none">• Able to work as part of the management team
	<ul style="list-style-type: none">• A minimum of 3 years' experience of working in a Benefits environment
	<ul style="list-style-type: none">• Experience of working within a team that delivers improvements
	<ul style="list-style-type: none">• Experience of interpreting legislation, procedures and case law.
	<ul style="list-style-type: none">• Experience of successful interaction, influencing and negotiation with all levels.
Experience:	<ul style="list-style-type: none">• A minimum of 3 years' experience of working in a Benefits environment
	<ul style="list-style-type: none">• Experience of working within a team that delivers improvements
	<ul style="list-style-type: none">• Experience of interpreting legislation, procedures and case law.
	<ul style="list-style-type: none">• Experience of successful interaction, influencing and negotiation with all levels.

Educational:	<ul style="list-style-type: none"> • Evidence of continuous professional development. • Training qualification or equivalent experience
Special Requirements:	<ul style="list-style-type: none"> • On appointment, registration to the Department for 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 annually. • On appointment, a successful Basic Disclosure from Disclosure Scotland (DBS) check will be required.

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