

Rochdale Borough Council

Job Description

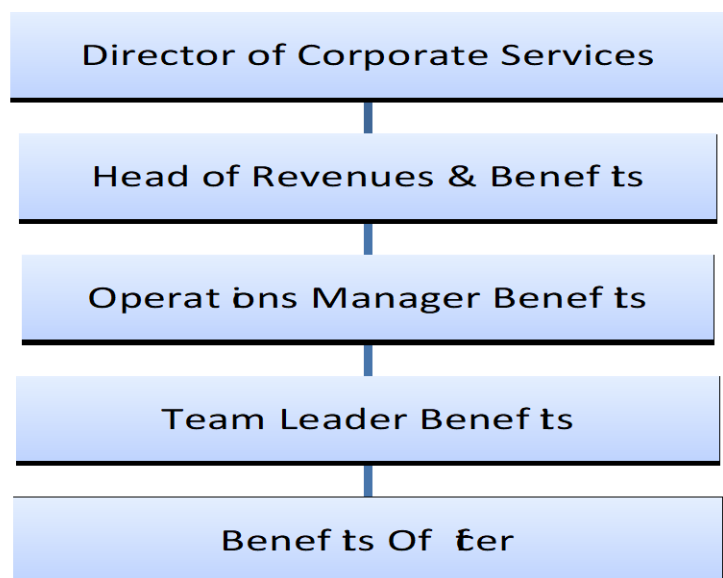
Directorate	:	Corporate Services
Service	:	Revenues & Benefits
Location	:	Number One Riverside, Rochdale
Job Title	:	Benefits Officer
Grade	:	Grade 3
Accountable to	:	Head of Revenues & Benefits; Operations Manager (Benefits)
Accountable for	:	N/A
Hours of Duty	:	37 hours per week in line with the Service's Work-Life Balance Scheme.
Any Special Conditions of Service		External applicants - to be eligible to apply for this post you must be a Rochdale Resident who lives within the municipal boundaries of the Borough of Rochdale.

In accordance with Section 7 of the Immigration Act 2016 this post requires the ability to converse at ease with the members of the public and provide advice in accurate spoken English.

The authority operates a Smoke Free Policy for all its employees which applies to any building and associated grounds within the immediate vicinity of the building which is wholly owned, leased or operated and occupied by Rochdale BC.

The Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects staff to share this commitment.

Organisational Chart



Purpose and Objectives of the job

To support the Operations Manager (Benefits) to deliver an efficient, effective and quality service; and to work together with the Benefits Team Leaders, Senior Officers and Benefits Officers to meet team and service priorities and targets.

Control of Resources**Personnel**

To be responsible for managing and motivating of self both as an individual and as a member of the service.

Financial

Responsible for the correct operation of financial systems relating to Revenues & Benefits in accordance with statutory regulations and Council procedures.

Premises, Equipment and Materials

To ensure effective and appropriate use and security of financial systems relevant to the post including software and ICT equipment.

To ensure the efficient and effective use of premises, furniture, equipment and consumable goods used in relation to the work of the postholder.

Data and Information Security

Responsible for management and security of data for areas of responsibility

Health/Safety/Welfare

Responsible for adherence to the Health and Safety Act and implementation of the Council's Health and Safety Policy.

Responsible for the welfare of self and others.

Equality and Diversity

To work in accordance with the Authority's Policy relating to the promotion of Equality and Diversity.

Training and Development

The postholder will be responsible for assisting in the identification and undertaking of the training and development requirements for self in accordance with the Council's Employee Development Scheme.

Relationships (Internal and external)

Internal: Officers within the service.
Officers within other service areas.
Elected Members of the Authority.

External: Staff of other local authorities
Members of the public
Government Departments
Other relevant external bodies and organisations

Values and Behaviours

Always approach the job using the Rochdale values set out below:

- Proud of the difference we make
- Passionate about the diversities of the Borough
- Pioneering and open in our Approach

Be aware of and apply these values and associated behaviours at all times.

Principal Duties & Responsibilities

- 1) The assessment and input of certain types of Housing Benefit (HB) and Council Tax Support (CTS) claims. For example, Universal Credit, Pension Credit (Guarantee), Housing Association claims and Council Tax Support claims.
- 2) The maintenance of Housing Benefit and Council Tax Support claims (as mentioned above) including reviews, amendments, cancellation and suspension of claims.
- 3) To be conversant with Council Tax legislation in order to determine the correct liability for council tax including the correct award of discounts, exemptions and reliefs.
- 4) The assessment and input of Blue Badge and Education Benefit applications.
- 5) The assessment of other means tested benefits, of a similar level to those detailed above, processed on the team.
- 6) To initiate and deal with enquiries relating to Housing Benefit, Council Tax Support, Blue Badges and Free School Meals and any other means tested claims and processes dealt with by the Service.
- 7) To help provide an efficient and friendly service to our customers; in dealing with assessment and benefit enquiries from them in a polite and professional manner for example during home visits, at Customer Service Centres, over the telephone and at external events.
- 8) To ensure that HB Overpayments records are accurate, that correct invoices are issued and ongoing benefit recovery is set up where appropriate
- 9) To provide advice, help and information on the full range of the benefits provided by the service.
- 10) To understand the appeals process and offer correct guidance where needed
- 11) To have an understanding of other state welfare benefits.
- 12) To access and update all relevant information systems e.g. Customer Information System (CIS) to obtain information relating to Housing Benefit, Council Tax Support and Blue Badge cases and document management systems
- 13) To identify potential fraudulent applications and refer these to the Fraud Investigation Team
- 14) To participate in training programmes as identified in One to One interviews and as specified by the Operational Manager and Team Leader
- 15) To constantly look for ways to improve the service the team delivers and by identifying best practice; suggesting changes to procedures; and demonstrating a willingness to learn and thereby contributing to a continuing improvement in performance, customer satisfaction and service excellence.
- 16) To maintain an up-to-date knowledge of assessment & benefits legislation and procedures e.g. for Housing Benefit, Council Tax Support, Blue Badges and Free School Meals.
- 17) To ensure quality is at the heart of service delivery, by adopting a 'right first time' approach that aims to meet customer needs and demands.
- 18) To contribute to putting the customer first and at the heart of service delivery; and to help achieve improved levels of customer satisfaction.

- 19) To access and update all relevant information systems e.g. document management systems etc.

Core Duties & Responsibilities

- 1) To ensure compliance with the Council's statutory requirements, policies and procedures.
- 2) To promote and respond to policies around Pride of Place, Aiming High, Stepping-Up etc.
- 3) To promote diversity, to participate in the achievement of the Council's Equality and Diversity Strategy, and work in accordance with the Equality and Diversity Policy.
- 4) To be responsible for the health, safety and welfare of self and others in accordance with the health and safety legislation and Council policies.
- 5) To maintain relationships with relevant stakeholders and partners, e.g. Elected Members, Impact, suppliers, other local authorities, voluntary agencies etc.
- 6) To ensure compliance with the Council's policy on Managing Sickness Absence.
- 7) To ensure compliance with the IT Regulations and guidance to Managers on the use of DSE equipment.
- 8) To ensure compliance with the Council's Performance and Development Review Process through the effective use of 1-2-1's and appraisals; and to contribute to communication with staff through the corporate briefing process.

Secondary Duties & Responsibilities

- 1) To participate in Council programmes of in-service training as a trainee and when required as a trainer facilitator
- 2) To provide support and assistance to other parts of the service as appropriate to the skills of the post holder as and when directed by the Head of Finance Services
- 3) To undertake such other duties and responsibilities of an equivalent nature as may be determined from time to time by the Service Director (or nominated representative) in consultation with the post holder (and if he/she so wishes, with his/her Trade Union representative).

Personal Competencies

Staff within Finance Services are expected to demonstrate a positive approach, to deliver a quality service to our customers and stakeholders, to act openly and honestly, to have respect for colleagues and others and to work collaboratively within a team environment.

Job Description prepared by	_____	Date	_____
Agreed by Post holder	_____	Date	_____
Supervisor	_____	Date	_____
Head of Service	_____	Date	_____