

## Job Profile comprising Job Description and Person Specification

### Job Description

<b>Job Title:</b> Benefit Visiting Officer	<b>Grade:</b> Sc6-SO1
<b>Section:</b> Benefit Service, Revenues	<b>Directorate:</b> Finance
<b>Responsible to following manager:</b> Team Leader : Resilience	<b>Responsible for following staff:</b> N/a
<b>Post Number/s:</b>	<b>Last review date:</b> XX

#### Working for the Richmond/Wandsworth Shared Staffing Arrangement

This role is employed under the Shared Staffing Arrangement between Richmond and Wandsworth Councils. The overall purpose of the Shared Staffing Arrangement is to provide the highest quality of service at the lowest attainable cost.

Staff are expected to deliver high quality and responsive services wherever they are based, as well as having the ability to adapt to sometimes differing processes and expectations.

The Shared Staffing Arrangement aims to be at the forefront of innovation in local government and the organisation will invest in the development of its staff and ensure the opportunities for progression that only a large organisation can provide.

#### Job Purpose

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- To support the Benefit Assessment team by visiting customers in their homes to complete application forms, collect information and evidence to support their claim, and assist in applications for other welfare benefits.

#### Specific Duties and Responsibilities

- To provide an effective and efficient visiting service by:
  - Maintaining a knowledge and understanding of Housing Benefit and Council Tax Reduction, and other associated welfare benefits

- Assisting completion of application forms, verifying evidence, providing welfare benefit guidance, undertaking residency checks and other project visiting work
- Assist in supporting vulnerable customers claim other welfare benefits, in person or over the telephone.
- Organising own workload and visiting schedule to ensure that customers are seen within set performance targets and provide statistical information as required.
- Using mobile technology to give up to date information and to complete forms in the home or in the office
- Attending surgeries / advice days to provide advice and promote take up of welfare benefits within the community

*SO1 duties*

- Providing mentoring and completing quality assurance checks when requested by the Line Manager including undertaking shadowing of visits.
  - Investigating and responding to complaints, liaising where necessary with other sections.
  - Providing support to others and customers in explaining the more complex areas of regulations in writing, face to face interviews, surgeries and over the telephone
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- To ensure that the services for both Councils are dealt with on an equitable basis to deliver the standards required for each, as agreed annually by the Executives of both Councils.
  - To advise and support managers on relevant matters affecting the service
  - To contribute as required to performance review and improvement measures on an ongoing basis, helping to ensure that a customer focus is embedded within the function and innovative and creative solutions are evaluated to securing the highest quality and value for money function
  - To work as required in ways that develop good working relations and collaborative arrangements with internal and external stakeholders.

### **Generic Duties and Responsibilities**

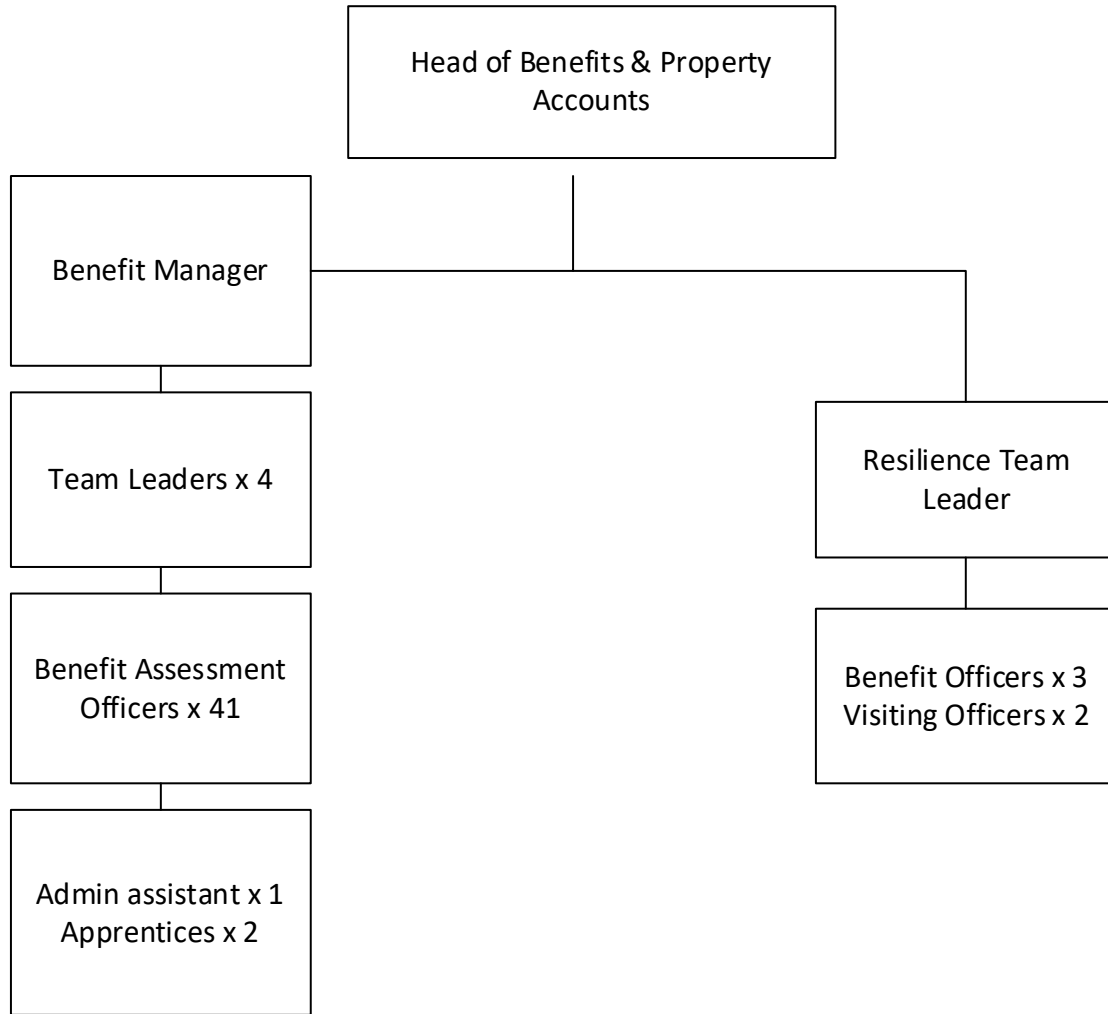
- To contribute to the continuous improvement of the services of the Boroughs of Wandsworth and Richmond.
- To comply with relevant Codes of Practice, including the Code of Conduct and policies concerning data protection and health and safety.
- To adhere to security controls and requirements as mandated by the SSA's policies, procedures and local risk assessments to maintain confidentiality, integrity, availability and legal compliance of information and systems.
- To promote equality, diversity, and inclusion, maintaining an awareness of the equality and diversity protocol/policy and working to create and maintain a safe, supportive and welcoming environment where all people are treated with dignity and their identity and culture are valued and respected.
- To understand both Councils' duties and responsibilities for safeguarding children, young people and adults as they apply to the role within the council.
- The profile is not intended to be an exhaustive list of the duties the post holder will carry out. Other reasonable duties commensurate with the level of the post, including supporting emergency and priority situations, will form part of the role.

### **Additional Information**

- Lone Worker

### **Team structure**

For the current structure please go to The Loop.



*When advertising externally please add the current team structure here and remove the sentence above.*

## Person Specification

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<b>Section:</b> Benefit Service	<b>Directorate:</b> Finance
<b>Responsible to:</b> Team Leader : Resilience	<b>Responsible for:</b> N/A
<b>Post Number/s:</b>	<b>Last Review Date:</b> December 2023

### Our Values

THINK BIGGER

EMBRACE DIFFERENCE

CONNECT BETTER

LEAD BY EXAMPLE

PUT PEOPLE FIRST

Our Values are embedded across the SSA and throughout all roles and responsibilities at all levels of the organisation. Please familiarise yourself with our values as they are an integral part of our recruitment and selection process.

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Person Specification Requirements			Assessed by A/I/T/C (see below for explanation)
Knowledge	Essential	Desirable	Assessed
Basic knowledge of and ability to use standard IT packages (Microsoft Office and Outlook)	X		A/I
Knowledge of Housing Benefit and Council Tax reduction and other related Welfare Benefits		X	A/I
SO1 - Detailed knowledge of Housing Benefit and Council Tax reduction and other related Welfare Benefits	X		A/I
Experience	Essential	Desirable	Assessed
Experience of dealing with the public within a diverse working environment	X		A/I
Evidence of working in changing circumstances		X	A/I

SO1 - Experience of working within a Housing & Council Tax reduction environment	X		A/I
SO1 - Experience of providing an excellent customer service as a lone worker	X		A/I
<b>Skills</b>	<b>Essential</b>	<b>Desirable</b>	<b>Assessed</b>
Good level of oral and written skills to provide clear and concise messages	X		A/I
Ability to use IT systems and mobile technology to record visits, assess cases and provide management data.	X		A/I
Ability to organise and prioritise own workload, within defined requirements for the role.		X	A/I
Ability to undertake financial calculations	X		A/I
SO1 - Ability to understand and deal with more complex areas of the legislation	X		A/I
SO1 - Ability to deputise for the Team Leader	X		A/I
<b>Qualifications</b>	<b>Essential</b>	<b>Desirable</b>	<b>Assessed</b>
N/A			

**A – Application form / CV**

**I – Interview**

**T – Test**

**C - Certificate**