



Job Profile comprising Job Description and Person Specification

Job Description

Job Title: Benefits Officer	Grade: Sc4-SO1
Section: Benefit Service, Revenues	Directorate: Resources
Responsible to following manager: Team Leader	Responsible for following staff: n/a
Post Number/s: RWR0324, RWR0334, RWR0336, RWR0345, RWR0351 and RWR0351	Last review date: June 2023

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

- To assess entitlement to Housing Benefit and Council Tax reduction by maintaining an extensive and up to date knowledge of the IT systems, policy and procedures, benefit regulations, case law and other associated welfare benefits.

Specific Duties and Responsibilities

- Provide a service to customers claiming Housing Benefit or Council Tax reduction by:
 - Accurately assessing entitlement to Housing Benefit and Council Tax reduction



- Interviewing customers face to face and over the telephone to assess or review entitlement
- Identifying, creating and correctly classifying overpayments of Benefits in accordance with the regulations and takes appropriate recovery action
- Liaising with customers, and their representatives, internal and external stakeholders to effectively resolve enquiries and explanations
- Checking submitted application forms and where necessary request further evidence in order to determine customers benefit entitlement

Scale 5

- Assessing the more complex areas of the regulations
- Providing explanations of complex benefit calculations including overpayments in writing, in person or over the telephone

Scale 6

- Providing mentoring, coaching and on the job support to less experienced staff
- Carrying out quality assurance in line with the agreed office procedures

SO1

- Investigating and responding to complaints, liaising where necessary with other sections
- Deputising for the Team Leader in the day to day organisation of the section's work
- Being responsible for training less experienced staff and all staff on changes to regulations or IT systems

Generic Duties and Responsibilities

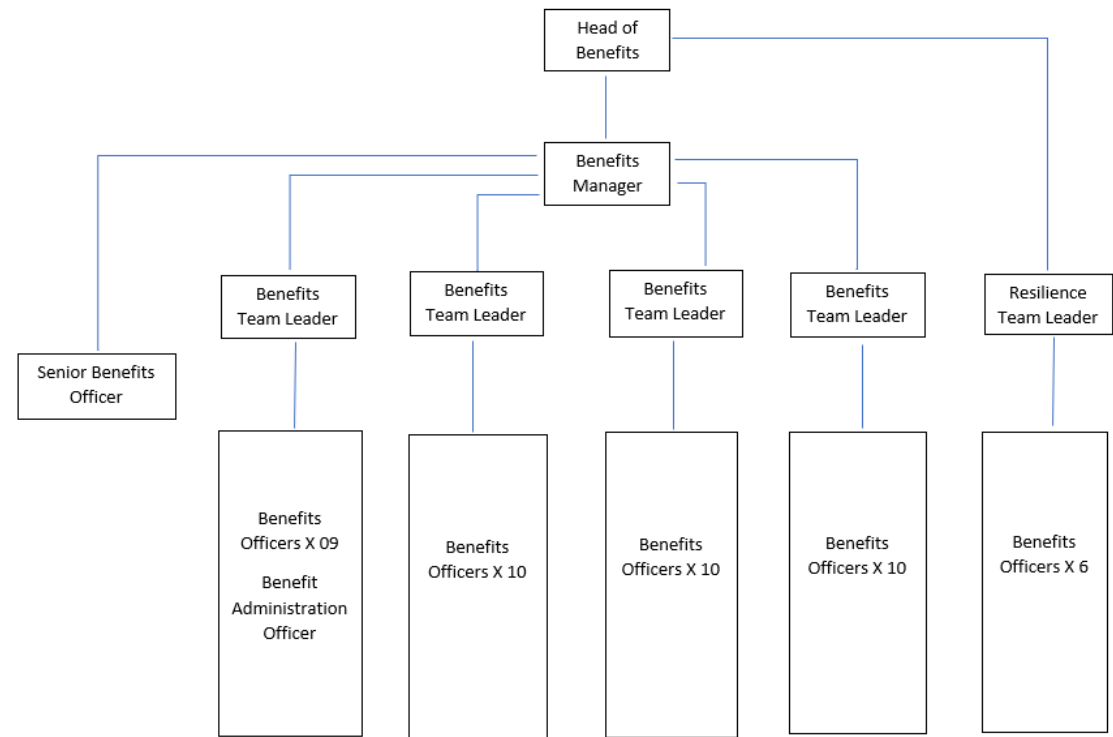
- To contribute to the continuous improvement of the services of the Boroughs of Wandsworth and Richmond.
- To comply with relevant Codes of Practice, including the Code of Conduct and policies concerning data protection and health and safety.
- To adhere to security controls and requirements as mandated 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 Shared Staffing Arrangement will keep its structures under continual review and as a result the post holder should expect to carry out any other reasonable duties within the overall function, commensurate with the level of the post.

Benefits Service SSA Structure





Person Specification

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Our Values and Behaviours

The values and behaviours we seek from our staff draw on the high standards of the two boroughs, and we prize these qualities in particular:

Being open. This means we share our views openly, honestly and in a thoughtful way. We encourage new ideas and ways of doing things. We appreciate and listen to feedback from each other.

Being supportive. This means we drive the success of the organisation by making sure that our colleagues are successful. We encourage others and take account of the challenges they face. We help each other to do our jobs.

Being positive. Being positive and helpful means we keep our goals in mind and look for ways to achieve them. We listen constructively and help others see opportunities and the way forward. We have a 'can do' attitude and are continuously looking for ways to help each other improve.

Person Specification Requirements	Assessed by A/I/T/C (see below for explanation)
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Knowledge	Essential	Desirable	Assessed
General knowledge of welfare benefits		Yes	

Basic knowledge of and ability to use standard IT packages (Microsoft Office and Outlook)	Yes		
Scale 6			
Knowledge and understanding of complex Housing Benefit and Council Tax reduction legislation	Yes		
S01			
Extensive knowledge and understanding of the legislation for Housing Benefit and Council Tax reduction and other welfare benefits	Yes		
Experience	Essential	Desirable	Assessed
Experience of dealing with the public within a diverse working environment		Yes	A/I/T
Evidence of working in changing circumstances		Yes	
Scale 5 & 6			
Experience of working within a Housing & Council Tax reduction environment	Yes		
S01			
Experience of responding to formal complaints	Yes		
Skills	Essential	Desirable	Assessed
Good level of oral and written skills to provide clear and concise messages	Yes		A/I/T
Ability to use the service IT systems to assess benefits, view cases and provide management data	Yes		
Ability to organise and prioritise own workload, within defined requirements for the role		Yes	
Ability to undertake financial calculations	Yes		A/I/T
Scale 5			
Ability to understand and deal with more complex areas of the legislation	Yes		
Scale 6			
Ability to be able to provide mentoring and support to other officers	Yes		
Ability to undertake quality assurance checks	Yes		
S01			
Ability to deputise for the Team Leader	Yes		
Ability to provide training to others	Yes		
Qualifications	Essential	Desirable	Assessed
N/A			



number one for
service and value



A – Application form / CV

I – Interview

T – Test

C - Certificate