



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: RWR0365, RWR0324, RWR0336, RWR0338, RWR0345, RWR0348, RWR0349, RWR0350	Last review date: March 2026

Working for the Richmond & Wandsworth Better Service Partnership

We're Richmond & Wandsworth Better Service Partnership, the shared public service team for Richmond and Wandsworth Councils. Like any local authority, our role is to deliver the agenda of our elected members on behalf of the people who live and work in our part of the world. We deliver key services to our communities including social care, public health, children's services, housing and regeneration and environmental and community services.

Our joint workforce creates efficiency and resilience by bringing more creativity to the way we work, more objectivity and adaptability too, helping us deliver better services for all our residents.

We're here to help our communities thrive in a changing world, and to be there for the people who need us most we believe we need to keep adapting. That's why, at Richmond & Wandsworth Better Service Partnership, you'll be at the forefront of innovation in local government, and we'll invest in you and offer you opportunities to grow in a way only our unique organisation can.



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 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

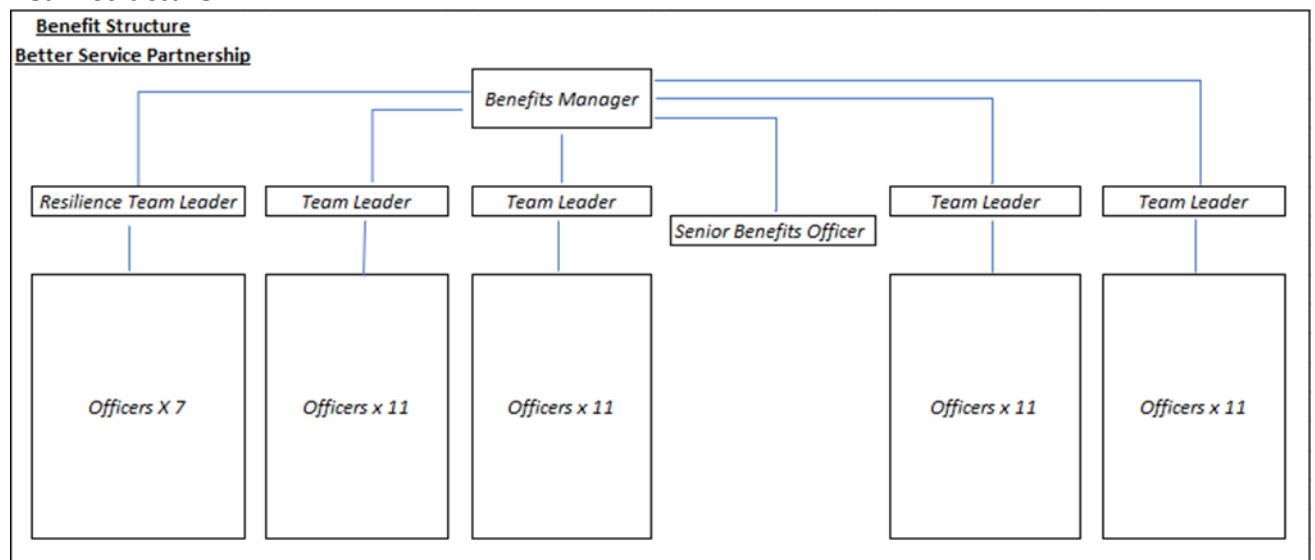
- To contribute to the continuous improvement of the services of Richmond & Wandsworth Better Service Partnerships.
- To comply with relevant Codes of Practice, including the Code of Conduct and policies concerning data protection, handling complaints and health and safety.
- To adhere to security controls and requirements as mandated by Richmond and Wandsworth 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 roles within the Councils.
- 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.

Generic Duties and Responsibilities

- To contribute to the continuous improvement of the services of Richmond & Wandsworth Better Service Partnerships.
- To comply with relevant Codes of Practice, including the Code of Conduct and policies concerning data protection, handling complaints and health and safety.
- To adhere to security controls and requirements as mandated by Richmond and Wandsworth 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 roles within the Councils.
- 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.

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

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: RWR0365, RWR0324, RWR0336, RWR0338, RWR0345, RWR0348, RWR0349, RWR0350	Last review date: March 2026

Our Values

THINK BIGGER

EMBRACE DIFFERENCE

CONNECT BETTER

LEAD BY EXAMPLE

PUT PEOPLE FIRST

Our Values are embedded across Richmond & Wandsworth Better Service Partnership 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.

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)		✓	A/I
Scale 6			
Knowledge and understanding of complex Housing Benefit and Council Tax reduction legislation	✓		A/I

S01			
Extensive knowledge and understanding of the legislation for Housing Benefit and Council Tax reduction and other welfare benefits	✓		A/I
Experience	Essential	Desirable	Assessed
Experience of dealing with the public within a diverse working environment		✓	A/I
Evidence of working in changing circumstances		✓	A/I
Scale 5 & 6			
Experience of working within a Housing & Council Tax reduction environment	✓		A/I
S01			
Experience of responding to formal complaints	✓		A/I
Skills	Essential	Desirable	Assessed
Good level of oral and written skills to provide clear and concise messages	✓		A/I
Ability to organise and prioritise own workload, within defined requirements for the role		✓	A/I
Ability to undertake financial calculations		✓	A/I
Scale 5			
Ability to understand and deal with more complex areas of the legislation	✓		A/I
Scale 6			
Ability to be able to provide mentoring and support to other officers	✓		A/I
Ability to undertake quality assurance checks	✓		A/I
S01			
Ability to deputise for the Team Leader	✓		A/I

Ability to provide training to others	✓		A/I
Qualifications	Essential	Desirable	Assessed

A – Application form / CV

I – Interview

T – Test

C - Certificate