

Benefits Officer (Post 1598) - Level 1

Service Area

Revenues and Benefits

Manager/Team Leader

Benefits Team Leader

Direct reports

N/A

Total Managed

N/A

Purpose of the Role

A member of a team that administers the payment of Housing Benefits to members of the North Norfolk community.

Key Result Areas

The duties of this post apply to Housing & Council Tax Benefits services

For a comprehensive description of the specific duties of this role see the attached appendices

General responsibilities that may apply to all posts include:

1. Dealing with customers or their authorised representatives and other callers, bodies and institutions by telephone, letter, fax or by e-mail
2. Inputting a range of computer data including customer's information and details
3. Provide support to other members of the team including general administration.
4. Contributing, with other members of your team and other Revenues and Benefits Services staff to the Council discharging its statutory duties and responsibilities, as well as meeting the promises, obligations and commitments made to the community of North Norfolk
5. To take reasonable care of the Health and Safety of yourself and other persons who may be affected by your actions, or omissions at work.
6. Any other work required and as directed within the confines of the existing grading and post.

Benefits Officer (Post 1598) - Level 2

Service Area

Revenues and Benefits

Manager/Team Leader

Benefits Team Leader

Direct reports

N/A

Total Managed

N/A

Purpose of the Role

A member of a team that administers the payment of Housing and Council Tax Benefits to members of the North Norfolk community or

A member of a team that audits the quality of the work undertaken by Housing Benefits against a range of quality standards set by the Department of Work and Pensions, government department or set by a relevant assurance accredited institution of body.

Key Result Areas

The duties of this post may apply to one of the following services

- Housing and Council Tax Benefits
- Performance monitoring or quality.

For a comprehensive description of the specific duties of each role see the attached appendix.

General responsibilities that may apply to all posts include:

1. Dealing with customers or their authorised representatives and other callers, bodies and institutions 'face to face', by telephone, letter, fax or by e-mail.
2. Ensuring one or more key operational routines or activities meets the standards or deadlines required.
3. Inputting a range of computer data including customer's information and details.
4. Contributing with other members of the team and other Revenues and Benefits Service staff to the Council discharging its statutory duties and responsibilities as well as meeting the promises, obligations and commitments made to the community of North Norfolk.
5. To take reasonable care of the Health and Safety of yourself and other persons who may be affected by your actions, or omissions at work.
6. Any other work required and as directed within the confines of the existing grading and post.

Appendices

Benefits Officer

Duties may include:

1. Undertaking training in Housing Benefits or a related activity
2. Supporting members of a benefits team by undertaking basic admin tasks

Under training supervision and support duties may include:

- Verifying and compiling all documentation that allows the prompt and smooth processing and assessment of applications for Housing and Council Tax Benefit.
- Modify and maintain accurate client information on the Benefits processing database to ensure legitimate entitlement to government provided subsidy.
- To assist members of the general public with regard to their potential entitlement to Housing and Council Tax Benefit
- Where appropriate, provide advice regarding entitlement to other government benefits.
- Liaise with external contacts in accordance with Council policy and best practice standards, provide and obtain wherever appropriate, essential information.
- Accurately and efficiently maintain client documentary record archives in accordance Council policy and best practice standards, to ensure ease of accessibility on a day-to-day basis
- Develop an understanding and awareness relevant legislation including Data Protection

1. Benefits Officers Criteria

Assessment of the criteria will be based on

Monitoring of output for quality and accuracy in relation to claim processing, monitoring of output for quality and accuracy of response to customer correspondence.

Observation -evidence based

Compliments and complaints

Comino reports showing individual performance

QA checking

Team Leaders will agree targets with you in relation to output (completed processes) and accuracy. Targets will be agreed at appraisals and at your one to one meetings with your team leaders which will take place on a bi monthly basis from April 2007. It is important that these are two way discussions on your current progress and future development. A record of these meetings will be kept recording targets, training received, requested in house and external course mentoring etc.

This will be monitored and reviewed by the Benefit Manager.

Training will be formally discussed at your annual and half yearly appraisal, and bi-monthly meetings. This will cover necessary areas of training/development to assist you in meeting these criteria.

Every effort will be made to meet training/development requirements where people are keen to progress. There may however be occasions when constraints such as office cover, resourcing training -physical and financial may restrict some training in terms of numbers and timing.

Level 1 to Level 2

The following criteria must be achieved for movement form level 1 to level 2

Undertaken system training in all appropriate systems and have obtained a level of understanding and ability to process new claims and less complex change of circumstances to meet agreed targets.(e.g. make decisions on basic benefit entitlement)

Have the legislative knowledge to be able to accurately complete new claims and less complex change of circumstances.

A consistent 98% average accuracy level will be the target for new claims and change of circumstances.

Undertaken training in customer service procedures and processes and are competent in dealing with customers in a variety of ways - phones and correspondence. Have the ability to resolve and respond to queries at the appropriate level with minimum supervision.

Have the ability to deal with customers on a face to face basis in a competent manner by shadowing existing customer service officers.

Take responsibility for efficiently resolving customer issues by seeking advice or referring as appropriate.

Deal with customers internal and external in a respectful, professional and courteous manner.

Recognise differences in people and respond positively to them in line with the Councils policies in these areas.

Willing to learn.

Understand your role and how you contribute to overall performance e.g. to process new claims and change of circumstances within a given number of days.

It is anticipated that people would normally move from level 1 to 2 having satisfactorily completed their probationary period.

Person specification



Benefits Officer: Level 1 (Post 1598)				
		Essential	Desirable	How Identified
Experience/ Knowledge	Working knowledge of Housing/Council Tax Benefit regulations or similar		✓	Application Form*/ Interview
	Working knowledge of 'Civica' Benefit system or similar		✓	App Form*/ Interview
	Working knowledge of 'Comino' or similar EDM system		✓	App Form*/ Interview
	Awareness of diversity issues and data protection issues	✓		App Form*/ Interview
Qualifications	Educated to GCSE level or equivalent	✓		Application Form
Training	Microsoft software including Word and Excel		✓	Appl Form/ Interview
Skills	Good keyboard and ICT skills and able to input date accurately	✓		Application Form*
	Able to demonstrate you can work/participate in team activities and understand the importance of team working	✓		Application Form*/ Interview
	Able to demonstrate you can work to deadlines and meet targets	✓		Application Form*/ Interview
	Good level of numeracy	✓		Appl Form*/ Test
	Good communication skills (verbal and written)	✓		Test/ Interview
	Able to set priorities and has organisational skills to meet these priorities	✓		Application Form*/ Interview
	Good customer service skills, able to deal with queries in a professional manner	✓		Application Form*/ Interview
	Ability to assimilate a range of information quickly and efficiently	✓		Interview/ Test

* In order to assess this from the application form, we require you to provide an example

		Essential	Desirable	How Identified
Aptitude and Disposition	Flexible and has a 'can do' approach to adapt to change	✓		Interview
	Able to work on own and contribute to corporate and service objectives.	✓		Interview
	Self motivated and able to learn quickly	✓		Interview

Person specification



Benefit Officer: Level 2 (Post 1598)				
		Essential	Desirable	How Identified
Experience/ Knowledge	A working knowledge on Housing / Council Tax Benefit regulations or similar.	✓		App Form*/ Interview
	Working knowledge of 'Civica' Benefit system (or similar)		✓	App Form*/ Interview
	Working knowledge of 'Comino' or similar EDM system		✓	App Form*/ Interview
	Maintaining accurate customer information and records.		✓	App Form*/ Interview
	Awareness of diversity and data protection issues	✓		App Form*/ Interview
Qualifications	Educated to GCSE level or equivalent.	✓		Application Form
Training	Microsoft software including Word and excel.	✓		Application Form
	Customer Service training		✓	Application Form
Skills	Good keyboard and ICT skills and able to input data accurately.	✓		Application Form*/ Interview
	Be able to demonstrate that you can work /participate in team activities and understand the importance of team working.	✓		Application Form*/ Interview
	Be able to demonstrate that you can work to deadlines and meet targets.	✓		App Form*/ Interview
	Good level of numeracy	✓		App Form*/ Test
	Good communication skills both verbal and written.	✓		Interview/ Test
	Able to set priorities and has organisational skills to meet those priorities.	✓		App Form*/ Interview
	Good customer service skills to deal with queries in a professional manner	✓		App Form*/ Interview

* In order to assess this from the application form, we require you to provide an example

		Essential	Desirable	How Identified
Skills (contd.)	Able to assimilate a range of information, quickly and efficiently	✓		Interview/ Test
Aptitude and Disposition	Flexible “can do” approach, to adapt to change	✓		Interview
	Able to work on own, and contribute to corporate and service objectives.	✓		Interview
	Self motivated and able to learn quickly	✓		Interview

* In order to assess this from the application form, we require you to provide an example