



Shared Revenues Partnership Job Description: J88b

Assistant Benefit Officer

Main Purpose of Job

To assess, calculate and afford Housing Benefit and Council Tax Reduction, within the Shared Revenues Partnership reporting to the Team Leader - Benefits

Main Duties

1. Maintain claims within the Housing Benefit and Council Tax Reduction schemes. Must be able to apply the relevant Housing Benefit legislation, regulations and apply the Local Council Tax Reduction Scheme. Identify a claim that may be fraudulent and refer suspected fraud as appropriate.
2. Ensuring changes of circumstances undertaken meet verification standards, ensure confidentiality and data protection and to undertake enquiries with 3rd parties to evidence claims.
3. Determining and calculating overpayment of Housing Benefit and adjustments to awards of Council Tax Reduction. Determining classification of overpayments, ensuring all overpayments are coded correctly for subsidy purposes and determining whether they are recoverable or not. Where an overpayment is defined as recoverable, deciding whom to recover from, and determining the most suitable method of recovery. Ensuring that the correct notifications and enclosures are sent detailing the overpayments.
4. Evaluating the nature of tenancies to refer rents to Valuation Office Agency for market rents decision and determining the nature and various components of rent payments to establish the eligible and non-eligible elements and identifying general counselling and support cases. Deciding where reference to the Specialist Advice team is necessary.
5. Access other internal and external systems to retrieve/verify claim data undertaking to ensure security criteria are met.
6. Undertake telephone call backs for the completion of new claim applications and request information and evidence to support the application. From time to time to act as a back-office support for Customer Service Centre enquiries.
7. Such variations as may be required from time to time without changing the general character of the duties shown above or the level of responsibility entailed.

Person Specification – J88a

Job Title: Assistant Benefits Officer

ATTRIBUTES	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
Qualifications	5 GCSE's including Maths and English grades A-C, 9-4 or NVQ 3 qualification demonstrating Literacy and Numeracy skills and two years' experience in a similar role or related field.	Relevant Benefits Qualification	Certificates / Application form
Relevant experience	Experience of working in a similar role Experience of solving numerical calculations Experience of Performance Managed culture, working to personal and team targets Experience of using R&B software systems Experience of working through change Experience of contribution to service improvement and process re-engineering. Demonstrate strong customer focus approach	Ability to make recommendations and give advice based on policies and procedures Experience of interpreting and disseminating legislation to claimants/other bodies Experience of recovering overpayments	Application form / interview
Specialist knowledge	Up to date knowledge of Housing Benefit Regulations and Legislation and the Local Council Tax Reduction Scheme Data Protection Act Computer skills: databases;	Basic knowledge of Revenues legislation	Application form / interview

	word processing, email		
Personal skills	Ability to communicate with people of all levels, external organisations and members of the public Ability to work on own initiative and as part of a Team Can organise / prioritise own workload and meet deadlines Ability to approach work flexibly with a can-do attitude		Application form / interview
Special working conditions	A basic disclosure from Disclosure Scotland is required for this post.		