Benefit Assistant
£15,807 - £18,764
10 Woodcock Street, Birmingham
Permanent
Working 36.5 hours per week

The Benefit Service is recruiting to fill a number of Benefit Assistants positions.

The service requires suitable officers who will receive training and on the job experience in the administration of Housing Benefit and Council Tax support, while supporting experienced Benefit Officer colleague.

You will be required to follow the appropriate legislation, City Council policies and procedures, and to meet required targets and performance standards.

To award and amend Housing Benefit and Council Tax Support for less complex New Claims and changes, and update/amend various notifications received from the Department for Work and Pensions (DWP).

This is an important role within the Benefit Service, and candidates should be enthusiastic and motivated in their approach.

For any informal enquires please contact Winston McKenzie, Sector Manager, 0121 675 7279.

Ref: EC2332017

Closing Date: 11 August 2017

A Disclosure and Barring Service (DBS) check will be undertaken

“Right to work in the UK documentation will be fully checked for all applicants. All non UK and non EU applicants are required to apply for a Certificate of Sponsorship from Birmingham City Council and must be approved by the UK Border Agency (UKBA) before any employment offer can be confirmed.”
Economy Directorate

Job Description

Post: Assistant Benefit Officer
Salary/Grade: GR2
Division: Customer Services
Section: Benefit Service

1. Job Purpose

To ensure the prompt, accurate and efficient processing of the administration in areas of Housing Benefit and Council Tax Support, in accordance with legislation, City Council policies and procedures, and to meet required targets and performance standards. This includes updating records, dealing with reports, telephone calls and processes.

2. Duties and Responsibilities

2.1. To award and amend Housing Benefit and Council Tax Support for less complex New Claims and changes.

2.2. To update and amend various notifications received from the Department for Work and Pensions (DWP).

2.3. Cancelling Housing Benefit and Council Tax Support in accordance with the appropriate legislation and office procedures.

2.4. To process various systems generated reports and take the appropriate action where necessary.

2.5. To answer telephone enquiries when required.

2.6. To liaise with Partners, Stakeholders and other BCC Services.

2.7. To work with managers and teams to assist in achieving the corporate objectives and to contribute to initiatives.

2.8. To follow safe working practices and assist in the maintenance of good housekeeping standards in order to create a safe and healthy working environment.

Observance of the city Councils Equal Opportunities Policy will be required.

3. Supervision Received
3.1. Supervising Officers Job title: Team Manager

JOB NO: +

3.2. Level of Supervision

1. Regularly supervised with work checked by supervisor

2. Left to work within established guidelines subject to scrutiny by supervisor.

3. Plan own work to ensure the meeting of defined deadlines

4. Special Conditions

4.1. Where the situation demands, and subject to appropriate consultation, you may be transferred to other duties commensurate with your grade, ability and experience.

4.2. The office base will be in accommodation allocated to the Customer Services Department the location of which is subject to change from time to time, with visits to other offices and organisations about the City as and when required.

4.3. A 36.5 hour working week with flexible hours is in operation. The office hours may be subject to adjustment as may be necessary having regard to the requirements of the service.
Economy Directorate

Person Specification

Post: Benefit Assistant
Salary/Grade: GR2

Division: Customer Services
Section: Benefits

Method of Assessment (MOA) AF = Application Form; I = Interview; T = Test or Exercise; C = Certificate; P = Presentation.

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<th>CRITERIA</th>
<th>ESSENTIAL</th>
<th>M.O.A.</th>
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<td>Experience (Relevant work and other experience)</td>
<td>Experience and knowledge of Benefit Legislation and practice.</td>
<td>AF/I</td>
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<td>Experience of working under pressure to meet priorities.</td>
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<td>Experience of working in a busy office environment.</td>
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<td>Skills &amp; Ability (e.g. written communication skills, dealing with the public etc.)</td>
<td>Excellent written communications skills equivalent to GCSE standard.</td>
<td>AF/I/T</td>
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<td>Organisational skills to meet priorities and deadlines.</td>
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<td>Ability to work as part of a team as well as on own initiative.</td>
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<td>To be computer literate and able to update and interrogate a number of applications and databases. Ability to work to tight deadlines within work programmes in line with requirements.</td>
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<td>The ability to consistently produce accurate work.</td>
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<td>Excellent verbal communication and customer service skills.</td>
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<td>Able to speak an appropriate standard of spoken English as covered by Part 7 of the Immigration Act (2016).</td>
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<td>Training</td>
<td>Undertake training as and when required.</td>
<td>AF/I</td>
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All staff are expected to **understand** and be **committed** to Equal Opportunities in employment and service delivery.