

JOB DESCRIPTION



Ribble Valley
Borough Council

www.ribblevalley.gov.uk

JOB TITLE: Part Time Benefits Assistant (Job Share)

REFERENCE NO: RES251

SALARY SCALE: Scale 3 (scp 7-8) £20,444 to £20,852 per annum pro rata

HOURS OF WORK: 18.5 hours per week
Monday and Tuesday all day and Wednesday morning.

POST NO: E68

SERVICE AREA: Benefits Section

RESPONSIBLE TO: Benefits Manager

RESPONSIBLE FOR: -

JOB PURPOSE: To process and assess claims for housing benefit (private sector and local authority tenants), council tax benefit/support and second adult rebate.

KEY RESULT AREAS:

- To be responsible for the efficient, accurate verification, assessment and decisions of claims for housing and council tax benefit/support, in line with legislation.
- To verify and process changes of circumstances relating to claims for housing and council tax benefit/support.
- To determine and assess overpayments and excess benefits and process them for recovery through the iWorld benefits system or sundry debtors.
- To request information and evidence from customers in relation to benefit claims by telephone and in writing in a clear and concise manner in accordance with legislation and Council procedures.
- To access the DWP Searchlight system to obtain information relevant for benefits administration.
- To access the internet to obtain information relevant to benefits administration and calculation tools.

- To deal with enquiries from the public, customers, landlords and other external agencies, both by telephone, electronically and face to face at the benefits enquiry counter, in line with relevant legislation, the General Data Protection Regulations, Human Rights Act and the Council's procedures.
- To process all data through the iWorld benefits system.
- Liaise with other sections in the Council, Job Centre Plus, Pensions Service, Rent Service, Department for Work and Pensions, Welfare Rights and Citizens Advice and other organisations to ensure maximum efficiency in benefits administration.
- To be aware of potential fraud and refer to the Benefit Control & Liaison Officer where appropriate and in line with legislation requirements and Council procedures.
- To liaise with the revenues section in connection with identifying council tax liability, exemptions, discounts and disregards.
- To be responsible for ensuring the data quality of all information related to the duties of the post.
- To adhere to the Council's policies, including equal opportunities and health and safety.
- Such other duties of a similar responsibility level as may be allocated to the post from time to time.

Signed

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Date

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Name (Print)

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PERSON SPECIFICATION

ESSENTIAL	DESIRABLE	TO BE IDENTIFIED BY
Qualifications		
Good standard of education.		Application Form/ Interview
	IRRV Benefits Technician Qualification.	Application Form/ Interview
Experience		
Experience of working alone without close supervision, using own initiative.		Application Form/ Interview
Ability to communicate with staff at all levels of the organisation.		Application Form/ Interview
Experience of computerised financial systems.		Application Form/ Interview
	Full UK driving licence.	Application Form/ Interview
Skills/Knowledge		
	Knowledge of housing and council tax benefit/support legislation.	Application Form/ Interview
	Conversant with benefits verification framework.	Application Form/ Interview
Additional		
Good level of customer care.		Application Form/ Interview