

**Job Description**

**Job Title:** Benefit Administrator

**Salary Grade:** Grade 3

**SCP:** 7 - 11

**Job Family:** Business Support

**Job Profile:** BS 4A

**Directorate:** Corporate Services

**Work Environment:** Agile

**Reports to:** Benefit Team Manager

**Number of Reports:** 0

**Purpose:**

To undertake transactional work, as part of a supervised team, to meet legislative requirements, adhering to working protocols to provide a quality and efficient service to customers. To contribute to the provision of a comprehensive and effective Benefits Service by assessing claims for Housing Benefit and Council Tax Support

**Key Responsibilities:**

To assess and pay Housing Benefit and Council Tax Support in accordance with legislation and our local scheme

Accurately analyse and interpret information from several sources to determine claims and to input data into various IT systems, and ensure appropriate records are kept

Plan own workload in line with the priorities established by the Benefit Team Manager

Prevent and detect fraud and error in Housing Benefit and Council Tax Support

Make transactional decisions on a daily basis regarding claims, and deal with queries surrounding claims. For example, indexing, new claims, changes in circumstances, reports, and appeals/reconsiderations on transactional decisions

Undertake a range of clerical functions to support the Benefits Service

Support other team members by sharing knowledge and expertise with colleagues

Maximise income for the most vulnerable in the City by checking entitlements to other benefits and advising customers accordingly

Communicate in writing and verbally with various sources, eg benefit claimants, DWP, landlords, regarding claims

Provide information and advice or guidance to customers

Maintain excellent relationships with customers, CSN, Council Tax staff and various other agencies and bodies

Ensure own accuracy levels are maintained to comply with legislation and to ensure decisions are justifiable under scrutiny or challenge

Maintain composure when dealing with interruptions and conflicting demands whether from service users, internal departments or other bodies.

Work effectively with partners to help build and maintain relationships

Contribute to the effectiveness of the Service by applying knowledge and experience to help maintain and support continuous improvement.

To promote and champion a positive organisational wide culture that reflects the Council’s values

**Other Duties**

The post holder must carry out their duties with full regard to the Council’s Equal Opportunities Policy, Code of Conduct and all other Council Policies

The post holder must comply with the Council’s Health and Safety rules and regulations and with Health and Safety legislation

The post holder must act in compliance with data protection principles in respecting the privacy of personal information held by the Council

The post holder must comply with the principles of the Freedom of Information Act 2000 in relation to the management of Council records and information

To comply with the principles and requirements of the Data Protection Act 2018 and GDPR in relation to the management of Council records and information and respect the privacy of personal information held by the Council