

# Job Description



South  
Cambridgeshire  
District Council

Department FINANCE AND RESOURCES	Location SOUTH CAMBRIDGESHIRE HALL
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Job Title BENEFIT CUSTOMER RESOURCE OFFICER	Post Number F.4.34
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SCP RANGE 15 - 20	Salary Grade 3
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Responsible To Customer Services Team Leader	Responsible For N/A
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Health Considerations/Risk/Surveillance Required VDU Habitual User
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## Description Of Duties And Responsibilities:

### Key Result Areas/Overview

To be responsible to the Benefits Manager for the effective and efficient discharge of all duties in connection with the assessment of Housing Benefit and Council Tax Benefit.

### Dimensions of Job

Case load 6500

Correspondence received per year 64,000

Visitors to Benefit Public Counter 7,500

### Key Contacts/Communication Links

**Internal:** Chief Officers and Colleagues

**External:** Members of the Public, Landlords, Department of Works & Pensions, Inland Revenue, Rent Officer Services, Voluntary Services/Advice Agencies, Councillors and other Local Authorities.



## Key Responsibilities / Specific Duties

1. The secure opening of post, the photocopying/scanning of documents to an acceptable standard, verification of original documents and ensuring prompt and secure return to clients.
2. Ensure correct usage of the computer system to log correspondence, forms and documentation on date of receipt. To ensure that all scanned documents are referenced and classified correctly.
3. The efficient maintenance of the filing system and returning files to the system.
4. Ensure that all items of post for Housing Benefit and Council Tax Benefit are processed efficiently and within the targeted timescales.
5. Gain a knowledge of Housing Benefit and Council Tax Benefit Regulations plus a basic understanding of Council Tax legislation.
6. Provide an efficient and courteous service to customers at the public counter and ensure that all personal callers are seen within the specified timescales.
7. Keep up to date with changes in legislation and office procedure by personal reading and attendance of staff briefings to advise claimants about Housing Benefits and other benefits, which may be available to them.
8. Assist the Customer Services team leader in providing an efficient administration support service within the Benefit section.
9. Be aware of and proactive in the prevention and detection of Housing Benefit fraud.
10. Carry out pre-assessment stage tasks involving suspending payments, writing for further evidence, responding to emails.
11. Ensure that the Benefits Service is delivered within the Council's Performance Indicators and in accordance with the corporate objectives.
12. Such other duties as required to assist in the smooth running of the Division.
13. Work in an internal and external customer related way in accordance with adopted procedures and good practice.
14. Assist in/manage the identification, development and implementation of Manual and Information Technology systems and procedures.

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15. Comply with the Council's Equal Opportunities policy, Code of Conduct and other relevant policy, procedures and legislation.
16. Comply with and/or ensure compliance with the Council Data Protection Policies and the Data Protection Act and other relevant legislation.
17. South Cambridgeshire District Council's Safety Policy and other safety procedures and guidelines are deemed part of this job description. Employees must look after their own health, safety and welfare and be mindful of other persons who may be affected by their acts. Employees must co-operate and comply with management instructions regarding Health and Safety issues and report all accidents, incidents and problems as soon as practicable to their supervisor, manager or other senior members of staff available.
18. The responsibilities outlined above cannot totally encompass or define all tasks which may be required of the postholder. The outline of responsibilities given above may, therefore, vary from time to time without materially changing either the character or level of responsibility or grade.