

JOB DESCRIPTION



**South
Cambridgeshire
District Council**

Service	Location
Corporate services	Cambourne

Job Title	Post Number
Benefit Assessment Officer	

Scp RANGE	Salary Range
20 - 25	£23,711 - £28,329

Responsible To	Responsible For
Benefits Team Leader	n/a

Health Considerations/Risk/Surveillance Required
VDU habitual user.

Key Result Areas/Overview

Ensure that processes are followed to:

- Assess and maintain benefit claims enabling performance targets for Housing and Council Tax Benefit can be achieved.

Dimensions of Job

Housing and Council Tax Benefit

Rent Allowances	2691
Owner Occupiers	1568
Rent Rebate	2888

Housing and Council Tax Benefit £30 million

Key Contacts/Communication Links

Internal: Chief Officers and Colleagues, Housing Department, Accountancy

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External: Members of the Public, Members, Landlords, Department of Work and Pensions and Security, Valuation Office Agency, Public Utility Companies, Property agents, Citizens Advice Bureau, Benefit Advice Agencies, Representatives.

Key Responsibilities/Specific Duties

Benefits

Have a sound knowledge of Housing Benefit and Council Tax Benefit Regulations plus a good basic understanding of Council Tax Legislation.

Ensure correct usage of the computer system to input, verify and obtain information on all matters relating to the assessment of Housing Benefit and Council Tax Benefit.

Amend, cancel and suspend benefit claims efficiently to avoid underpayments and overpayments.

Ensure that benefit overpayments are correctly identified categorised and that recovery is implemented/instigated as appropriate.

Ensure that all claims for Housing Benefit and Council Tax Benefit are processed accurately and within the targeted timescales.

Keep up to date with changes in legislation by personal reading and attendance of staff briefings in order to advise customers about Housing/Council Tax Benefits other benefits, which may be available to them.

Attend courses and seminars as nominated by the training officer to develop knowledge of the Benefit Regulations and any changes in legislation.

Be aware of and proactive in the prevention and detection of Housing Benefit fraud.

Ensure that the Benefits Service is delivered within the Council's Performance Indicators and in accordance with the corporate objectives.

Deal with enquires from Customers by telephone, letter to ensure the provision of a high Quality service.

Such other duties as required to assist in the smooth running of the section.

Work in an internal and external customer related way in accordance with adopted procedures and good practice.

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Assist in/manage the identification, development and implementation of Manual and Information Technology systems and procedures.

All employees must have due regard to the Council's current Management Arrangements for Data Quality. All employees have a responsibility to ensure that the data they collect, manage and report, including data from third parties is accurate, valid, reliable, relevant, complete and produced in a timely fashion to aid sound decision making and that appropriate procedures, systems and processes are in place to provide quality data.

Work in an internal and external customer related way in accordance with adopted procedures and good practice.

Comply with the Council's Equal Opportunities policy, Code of Conduct and other relevant policy, procedures and legislation.

Comply with and/or ensure compliance with the Council Data Protection Policies and the Data Protection Act and other relevant legislation.

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.

To be responsible for establishing safe systems of work for investigators and visiting officers, with specific reference to lone and out of hours working. To continually assess, manage and mitigate risk to employees in the area of fraud investigation work.

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.

South Cambridgeshire District Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults. We expect all council employees and councillors to share this commitment.

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Signature of Divisional Head:

Date:

Signature of Director/Chief Officer:

Date:

Job Description last review date: