



# JOB DESCRIPTION

- This form summarises the purpose of the job and lists its key tasks
- It may be varied from time to time at the discretion of the Authority, in consultation with the postholder

<b>Job Title:</b>	Senior Benefits Officer		
<b>Reports to:</b>	Shared Service Assistant Manager – Benefits	<b>Team:</b>	Benefits Division
<b>Last Updated:</b>	May 2026	<b>Grade:</b>	7

## JOB SUMMARY

- To assist in work planning and service delivery in the benefits section. Specific duties may vary according to the needs of the service.
  - Carrying out all day-to-day activities necessary for the efficient and effective assessment and payment of Housing Benefit and Council Tax support
  - Undertaking and evidencing appropriate checks and responding to queries in accordance with the relevant legislation and requirements of the service
  - Supervising benefits officers in their duties. Training and monitoring the progress of staff where needed and conducting accuracy checks using the application system module.

## KEY TASKS

### Operational Responsibilities

- To support the shared service managers in all aspects of the shared services functions and operation
- To ensure a full working knowledge of relevant legislation and IT applications to enable the efficient carrying out of the duties attached to the post.
- To actively encourage the take-up of available benefits, allowances and discounts.
- To identify possible irregularities in benefit claims and refer these cases to the Fraud Team.
- To assist with the development and implementation of new working methods and systems.
- To maintain an up-to-date awareness of other welfare benefits and refer cases to Visiting Officers and Welfare and Money Advice agencies as appropriate.

### Management / Supervisory / Team Working Responsibilities

- Responsible for completion of PDR for benefit assessment officers as required

### Service Delivery

- To ensure that the shared services performance standards and targets are met
- To identify effective and efficient use of resources to achieve maximum efficiency for the shared service
- To answer and deal with telephone, written or face to face enquiries from customers and stakeholders, as appropriate, providing explanations and clarification of decisions and actions taken and specific advice and guidance relating to legislation, policy and procedures
- To keep and maintain appropriate records and statistics, review exception reports and ensure

The above list is not intended to be exhaustive but merely to indicated the work range and core job content of the post, neither is the list arranged in priority order.



appropriate action is taken

### **Communication & Contacts**

- To liaise with and provide advice and guidance to other Council departments (across partner authorities) external agencies, Government bodies, organisations, stakeholders, Members and colleagues on all matters relating to Revenues and Benefits Shared Services as required.

### **Financial / Budgetary Responsibilities**

- No financial or budgetary responsibilities

### **Specific**

In addition to the main duties above the post holder will have specific responsibility for one of the following disciplines but also be able to provide cover across all areas to meet the needs of the service.

- To identify and process the correct Benefit for each property, checking and issuing appropriate forms and notices
- To consider first stage appeals in relation to discretionary awards
- Provide detailed legislative guidance to colleagues and customers alike
- Provide support, knowledge and action on complex cases
- To provide support in keeping Website and Forms up to date
- Supervise the teams (Benefit Officers) as necessary
- QA / Spot Checking of work by Benefit Officers
- Dealing with the 1<sup>st</sup> stage for complaints received on the phone
- To assist with rotas and leave records
- Carry out training on Benefits legislation etc ensuring staff training needs are identified and met in a timely fashion
- To support the Assistant Manager with operational activities as appropriate

### **Other**

- To participate in the identification, delivery and review of your own personal training and development needs and too attend any courses, seminars, workshops applicable to the post as and when required
- To carry out other duties as directed from time to time commensurate with the grading of the post
- To comply with all health and safety legislation and to pursue duties in a safe manner with due regard to the health and safety of others
- To comply with all aspects of the Council's Code of Conduct and Equal Opportunities Policy
- Ensure awareness of the council's Safeguarding Policy and take a proactive approach to ensure the safeguarding of residents at all times.

### **Notes:**

Duties will inevitably develop and change as the work of the Shared Service / Council changes to meet the needs of our customers. Employees should therefore expect periodic variations to job descriptions, and the Shared Service / Council retain this right. This job description will be supplemented on a regular basis by individual objectives derived from Shared Service / Council strategies.

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# PERSON SPECIFICATION

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<b>Last Updated:</b>	May 2026	<b>Grade:</b>	7

KEY CRITERIA	JOB REQUIREMENTS	SCORED F/I/A
<b>Qualifications</b>	• Numeracy skills, including the ability to manipulate numerical data	F
	• Excellent verbal and written communication skills, with a strong customer focus	F
		F
<b>Job Specific Skills &amp; Knowledge</b>	• At least three year's relevant management experience in Revenues/Benefits	F
	• Experience in a similar environment	F
	• Experience of using Revenues and Housing/ Council Tax support software	F/I
	• Ability to relay complex information clearly in relation to Benefits verbally and in writing	I
	• Ability to make decisions in relation to Benefits entitlement, payment arrangements and recovery procedures etc. as appropriate.	I
	• Ability and willingness to help support and provide guidance, support and advice to less experienced staff	F/I
	• Relevant legislative knowledge	I
<b>Management / Supervisory / Team Working</b>	• Knowledge of Windows based office package	F/I
	• Be able to work as part of a team, willing to assist others, but also take responsibility for own work as required	F/I
<b>Service Delivery</b>	• Ability to learn, interpret, apply and explain all legislation and guidance appropriate to the post	I
	• Ability to prioritise and work accurately to targets and deadlines	F/I
	• Good word processing and IT skills, including an ability to use an on-line computer system to interrogate and update data	I
	• Self-motivated, enthusiastic, and be able to deal with a heavy and varied workload	I
	• Be able to work on own initiative and without the need to be closely supervised	I
	• Be able to deal with difficult situations	F/I
	• Ability to maintain concentration in a busy environment	I



	<ul style="list-style-type: none"> <li>• Work methodically, accurately and thoroughly, paying close attention to detail</li> <li>• Ability to remain calm and focussed under pressure.</li> <li>• Undertake confidential interviews, sometimes in difficult situations</li> <li>• Ability to prioritise and work accurately to targets and deadlines</li> </ul>	<p>F/I</p> <p>F/I</p> <p>F/I</p> <p>F/I</p>
<b>Communication &amp; Contacts</b>	<ul style="list-style-type: none"> <li>• Ability to deal effectively and courteously with members of the public, both face-to-face and by telephone</li> </ul>	F/I
<b>Other</b>	<ul style="list-style-type: none"> <li>• Potential for Home Working post</li> <li>• The council is committed to safeguarding and promoting the welfare of all its residents specifically children and vulnerable adults. The council expects all its staff to have an understanding of Safeguarding and to share this commitment.</li> </ul>	<p> </p> <p> </p>

**Key:**

F = Application Form

I = Interview

A = Assessment