**Job Description**

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| Job Title: Assessment Officer |
| POSCODE: |
| Grade: |

**Overall purpose of the job**

Please write one or two sentences about why the job exists. Focus on the achievement of the key end results of the job.

1. To administer Housing Benefit and Council Tax Reduction new claims and change in circumstances efficiently and promptly to minimise fraud and overpayments and to maximise subsidy income to the Council, in accordance with government legislation, and corporate priorities.

 Please list the accountabilities in descending order of priority. Please include 6-9 accountabilities.

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|  | **Main accountabilities** |
|  | Interpreting and keeping up to date on complex legislation to assess and make necessary decisions on all types of Housing Benefit and Council Tax Reduction applications including changes in circumstances. This must be done within required timescales including compiling all the necessary information to accurately calculate entitlement. This includes specialised cases such as self-employed, students and persons from abroad and ensuring notifications of entitlement are issued correctly and are legally compliant. |
|  | Receive and action correspondence in respect of Housing Benefit and Council Tax Reduction from customers, landlords, Rent Service, DWP and other stakeholders including replying to requests for further information, statements of reasons, reconsiderations, and requests for backdated benefit. |
|  | Provide a high quality and customer focused service giving advice on Housing Benefit, Council Tax Reduction, Universal Credit and wider Welfare Benefits and Welfare Reform through face to face interviews, telephone, electronic channels and home visits as required. |
|  | Communicate and liaise with landlords, Debt and Welfare Benefit team, Housing, Revenues, the Rent Service, DWP including Universal Credit Service Centre and other stakeholders to ensure entitlement is correct, vulnerable clients are supported and to maximise income.  |
|  | Ensure that overpayments are correctly identified and categorised in accordance with legislation and to maximise the subsidy income to the Council. |
|  | Prioritise and manage own workloads to ensure objectives and targets are achieved and customer requirements are met and to identify possible fraudulent cases, refer to Corporate Fraud team and provide information and evidence as required. |
|  | Accurately maintain Council Tax records where changes are identified through Housing Benefit and/or Council Tax Reduction applications to ensure systems are aligned. |
|  | To comply with new and existing Revenues and Benefits legislation and working practises,including keeping up to date with the contents of the procedure manual |
|  | To undertake any other duties that can reasonably be expected of the role and the level of responsibility. |
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**Person Specification**

**Qualifications, knowledge, skills and experience**

Minimum level of qualifications required for this job

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| Qualifications Required | **Subject** | **Essential/****Desirable** |
| English and Maths GCSE grade C or above / Proven literacy and numeracy skills |  | **Essential** |
| Experience of assessing claims for Housing Benefit and Council Tax Reduction and knowledge of welfare benefits. |  | **Desirable** |
| IRRV Technician |  | **Desirable** |

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|  |  | Essential/Desirable |
| **Knowledge** |  |  |
| Legislation | Demonstrate ability to understand, interpret and explain complicated government legislation and the ability to keep up to date with frequent legislative and procedural changes. | Essential |
| Legislation | Experience of assessing claims for Housing Benefit and Council Tax Reduction and knowledge of welfare benefits. | Desirable |
| IT Systems | Demonstrable knowledge and experience of Capita or Northgate Revenues and Benefits systems. | Desirable |
| IT Skills  | Experience of working with IT systems including Microsoft products and document imaging/workflow systems. | Essential |
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| **Skills** |  |  |
|  | Good verbal and written communication skills with the ability to support and negotiate with customers, landlords and stakeholders in a calm, sensitive way in difficult situations. | Essential |
|  | Proven ability to work on own initiative with the minimum of supervision and to use own discretion and judgment. | Essential |
|  | Proven ability to prioritise large volumes of complex work to meet tight deadlines and targets while having regard to urgent more vulnerable cases and the need to be accurate | Essential |
|  | Works accurately with a high attention to detail  | Essential |
|  | Proven ability to work as an effective, flexible member of a team. | Essential |
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| **Equal opportunities** | Ability to demonstrate awareness/understanding of equal opportunities and other people’s behaviour, physical, social and welfare needs  | Essential |

**Disclosure level**

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| --- | --- | --- |
| What disclosure level is required for this post? | None | Standard |
| Enhanced | Enhanced with barred list checks |

**Work type**

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| What work type does this role fit into? (tick one box that reflects the main work type, the default workers type is flexible) | Fixed  | Flexible  | Field | Home |