

WHERE
CAREERS
THRIVE

When potential
is unlocked,
talent *thrives*



West
Northamptonshire
Council

Job description and person specification

Housing Benefits Overpayment Officer

Service, Directorate

Thank you for your interest in this role. Our vision at West Northamptonshire Council (WNC) is: 'to make West Northants a great place to live, work, visit and thrive'.

We truly stand by this and work hard every day to make this a reality, and at WNC it's about our people. People who thrive with ambition, bring new ideas, demand better ways of working, care about every detail, and who never shy away from a challenge.

Our culture is a gateway for new experiences. A place to forge new opportunities. To empower you in your career and unite you with like-minded people. When potential is unlocked, talent thrives.



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Purpose and impact:

Responsible for the invoicing and recovery of overpaid benefit, maximisation of benefit subsidy, and assistance with reconciliation procedures.

Accountable to:

As part of a wider team, the role holder is part of a smaller specialised team which consists of a Team leader and a team of Overpayment Officers

Responsibilities:

1. Interpreting and keeping up to date on complex legislation regarding the assessment of Housing Benefit including changes in circumstances giving rise to overpayments of Housing Benefit.
2. Responsible for the recovery of overpaid benefit, making arrangements for repayment by all available means
3. Provide a high quality and customer focused service giving advice on recovery of Housing Benefit overpayments through face-to-face interviews, telephone, and electronic channels as required.
4. Carry out checks on overpayments to ensure correct classification and recovery, ensure entitlement is correct, vulnerable clients are supported and to maximise income.
5. Ensure benefit notifications and invoices comply with legislation and provide feedback to assessment staff and Team Leaders.
6. Prioritise and manage own workloads to ensure objectives and targets are achieved and customer requirements are met.
7. Work in partnership with various internal and external services and professional bodies including Housing, the DWP and collection agencies in order to aid debt recovery
8. To maximise personal productivity, minimise duplication and errors; and manage our information efficiently and securely to reduce risk, through effective use of Office 365 and our internal IT systems and applications.
9. Actively challenge and seek to eliminate any directly or indirectly discriminatory practice or behaviours.
10. Demonstrate awareness and understanding of other people's behavioural, physical, social and welfare needs and ensure that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons.
11. To make appropriate referrals for overpayment recovery from other state benefits and earnings as necessary.
12. To monitor and review overpayment recovery to maximise income to the Council and ensure the most appropriate recovery method is used, making recommendations for write-off where appropriate.
13. To comply with new and existing Benefits and Overpayment recovery legislation and working practises, including keeping up to date with the contents of the procedure manual

14. To undertake any other duties that can reasonably be expected of the role and the level of responsibility.

This job description reflects the major tasks to be carried out by the post holder and identifies a level of responsibility at which they will be required to work. In the interests of effective working, the major tasks may be reviewed from time to time to reflect changing needs and circumstances. Such reviews and any consequential changes will be carried out in consultation with the post holder.

Person specification:

The requirements for the role are outlined below and will be part of the selection process. Each of the criteria listed below will be measured by:

(**A**) Application Form, (**T**) Test, (**I**) Interview, (**P**) Presentation, (**D**) Documentation.

Minimum levels of knowledge, skills experience and qualifications required for this job.

Skills and abilities:	Essential / Desirable	Measured by
Proven ability to work on own initiative with the minimum of supervision and to use own discretion and judgment.	Essential	A, I, D
Good verbal and written communication skills with the ability to negotiate with customers, landlords and stakeholders in a calm, sensitive way in difficult situations.	Essential	A, T, I, D
Demonstrate effective use of Office 365 (incl. Teams, OneDrive, etc.) or willingness to undertake training during the probation period.	Essential	A, I, D
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	A, I, D
Effective numerical and analytical skills and works accurately with a high attention to detail	Essential	A, I, D
Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs	Essential	A, I, D
Proven ability to work as an effective, flexible member of a team.	Essential	A, I, D

Knowledge:	Essential / Desirable	Measured by
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	A, I, D
Demonstrable knowledge and experience of Capita and Enterprise Benefits systems.	Desirable	A, I, D

Relevant experience:	Essential / Desirable	Measured by
Experience of assessing claims for Housing Benefit and Council Tax Reduction and knowledge of welfare benefits.	Desirable	A, I, D
Experience of working in a debt recovery environment	Desirable	A, I, D
Experience of working with IT systems including Microsoft products and documents imaging/workflow systems.	Essential	A, I, D

Education, training and work qualifications:	Essential / Desirable	Measured by
English and Maths GCSE grade C or above / Proven literacy and numeracy skills	Essential	A, I, D
IRRV Technician	Desirable	A, I, D

All appointments are subject to standard pre-employment screening. This will include identity, references, proof of right to work in the UK, medical clearance and verification of certificates.

Additional pre-employment checks specific to this role:

Day-to-day in the role:

Hours:	37 Hours	Primary work base:	One Angel Square
Job family band:	Regulatory & Technical WL Band 06	Worker type:	Part-flexible
Salary range:	£33,369 to £36,163	Budget responsibility:	Nil
People management responsibility:	None		

Working conditions & how we work:

This role has been identified as a part-flexible worker type, this means that you will be able to work from other work locations and when not working from an office you will be working remotely for up to 3 days a week (including from home).

Our organisational values and behaviours

Everything we want to achieve for West Northants depends on having the right people in place and doing the right things and we want all colleagues to THRIVE, both personally and professionally. Our values and our behaviours framework underpin how we work and what partners and customers can expect from us. We want to do our very best for our residents, service users and businesses and for our staff – we want everyone to THRIVE.

T Trust	We are honest, fair, transparent and accountable. We can be trusted to do what we say we will.
H High Performing	we get the basics right and what we do, we do well. We manage our business efficiently.
R Respect	we respect each other and our customers in a diverse, professional and supportive environment.
I Innovate	we encourage curiosity, we are creative and seize opportunities to grow individually as an organisation and as an area.
V Value	We continually strive for best practice and ways of improving existing procedures, practices and systems and thereby promoting efficiency and cost effectiveness
E Empower	we believe in people, will listen, learn and trust them to make decisions. We help people to realise their ambitions.

“Valuing colleagues as individuals and encompassing our different perspectives to deliver our collective ambitions. One West inclusive culture”

When potential is unlocked, talent *thrives*

Choose a career that offers you a true sense of achievement, fills you with pride and challenges you in a positive way, everyday.

The benefits of a career at WNC include:

- **People** are at the centre of everything we do. Without our people, we wouldn't be able to deliver services to the people in our community.
 - **Ambition** runs through everything we do at West Northants Council, we nurture and develop our people's ambition and willingness to succeed, to continually improve the service we provide to the community.
 - **Care** is at the heart of West Northants Council, we care in so many ways; seen and unseen, helping our colleagues and community to thrive.
 - **Flexibility** is key, we know work-life balance is critical to wellbeing, so we work hard to make sure our benefits package promotes and improves wellbeing; from annual leave, sick pay, family leave and flexible working, financial security offered by a local government pension scheme and life assurance, and discount schemes which make a difference to your day-to-day life, through to employee helplines offering free legal, health, financial and wellbeing advice and support.
- We want you to have balance and be happy.

