Manchester City Council
Role Profile

Benefits Officer, Grade 5
Revenues & Benefits, Corporate Core
Reporting to: Team Manager

Job Family: Transactional Back Office

Key Role Descriptors:

This role will fulfill a generic benefits assessment role. This includes Housing Benefit, Council Tax Benefit, including in-claim checking to identify potential fraud, error and unreported change of circumstances and Education Benefits.

The roleholder will work as part of a team and contribute to meeting relevant performance targets.

Key Role Accountabilities:

Provide an accurate, efficient and prompt assessment service for a range of benefits, using a range of bespoke ICT systems to carry out the role. Ensure that any errors or fraudulent activity are detected and prevented, and appropriate action taken.

Ensure a “whole service approach” is taken, working closely with colleagues in other parts of the service to ensure correct liability and to prevent recovery action where appropriate.

Provide a high quality service to customers and stakeholders through a range of communication methods in an efficient, customer focused and professional manner, using plain English, resolving issues at first point of contact where possible.

Learn, understand and apply complex guidance and procedures in relation to benefits claim processing.

Maintain up to date and working knowledge of benefits legislation, local procedures, other welfare benefits and associated I.T. skills within a culture of frequent change.

Take ownership and responsibility for own casework and assist and support colleagues and teams within the unit where directed.

Personal commitment to continuous self development and service improvement.

Through personal example, open commitment and clear action, ensure diversity is positively valued, resulting in equal access and treatment in employment, service delivery and communications.

Where the post holder is disabled, every effort will be made to supply all necessary aids, adaptations or equipment to allow them to carry out all the duties of the job. If, however, a certain task proves to be unachievable, job redesign will be given full consideration.

People. Pride. Place.
Benefits Officer - Key Competencies and Technical Requirements

**Behavioural Competencies**

- **Teamwork** – Working together helps deliver the best outcomes.
- **Customer Service** – Putting customers at the heart of what we do.
- **Delivery** – Delivery of high quality services is at the heart of what we do.
- **Change** – Improving services and making the most of resources.
- **Pride in Manchester** – Demonstrating pride in our city.

**Generic Skills**

- **Communication Skills**: Ability to communicate effectively orally and in writing using appropriate language and paying attention to the views and issues of others.
- **Analytic Skills**: Ability to absorb, understand and quickly assimilate moderately complex information and concepts and compare information from a number of different sources.
- **Planning and Organising**: Provides work on time and to the required standard and is capable of prioritising own workload in order to meet deadlines.
- **ICT Skills**: Ability to use multiple applications, systems and associated software packages.
- **Administrative Skills**: Good level of literacy and numeracy skills to undertake calculations and produce letters and other documentation.
- **Problem Solving and Decision Making**: Is able to make effective decisions on a day-to-day basis, taking ownership of decisions, demonstrating sound judgement in escalating issues where necessary.

**Technical requirements (Role Specific)**

- None