

# JOB DESCRIPTION

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| **Post Title:** | Customer Service Assistant – Housing Benefit, Council Tax Reduction and Education Benefits | **Department / Service:** | Revenue & Benefits Assessment Services |
| **Hours:** | 37 hours per week. | **Level:** | GO 3 |
| **Location:** | Coed Pella, Colwyn Bay | **Job Evaluation Number:** | SL0087 |
| **Responsible to:** | Benefits Manager (Assessments/Customer Services) | **Responsible For: (Staff)** | 0 |

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| **Job Purpose:** |
| To provide an efficient and effective front line service for customers claiming  Housing Benefit, Council Tax Reduction and Education Benefits (Free School Meals and School Uniform Grants) and prevent and detect fraud.  To assist customers claiming Universal Credit.  To prepare, update and maintain the records within the Benefit Department in order to maximise efficiency in the performance of its functions.  The post holder will be required to undertake a Basic DBS Check for this role and this will be undertaken by the Authority. |

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| **Duties and Responsibilities - Job Specific** | |
|  | To provide a front line service for customers wishing to claim Housing  Benefit, Council Tax Reduction and Education Benefits by telephone, face to face at public counters, surgeries, take up events and if necessary at  Customers’ homes.  To provide a front line service for customers claiming Universal Credit.  Encouraging customers to claim on line and assisting when required. |
|  | To provide a front line service for landlords of tenants claiming Housing Benefit. |
|  | To deal with up to date information received from the Department for Work and Pension and where necessary amend/ suspend and cancel Housing Benefit and / or Council Tax Reduction and Education Benefit claims. |
|  | Organise and distribute internal and external mail within the Benefit Department. |
|  | To assist the Benefits Manager (Assessments/Customer Services) in the dispatch of benefit notifications and other related documents in accordance with the requirement of the legislation. |
|  | To assist the Benefits Manager (Assessments/Customer Services) with the maintenance of systems (including computer application) and records relating to Housing Benefit, Council Tax Reduction and Education Benefits. |
|  | To assist the Benefits Manager (Assessments/Customer Services) with the implementation of any changes in Benefit Rules and Regulations or in financial systems (including computer applications). |
|  | To liaise with other sections of the Finance Department, Social Services  Jobcentre Plus, Pension Service, Rent Officer Service, C.A.B. and other Public Bodies etc as required. |
|  | To be aware of any suspected Fraud and report where appropriate to the  Department for Work & Pensions Single Fraud Investigation Service. |
|  | To attend training sessions as directed by the Benefits Manager (Assessments/Customer Services). |
|  | To assess claims for Education Benefits and record and notify relevant  customer of the awards**.** |

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| **Duties and Responsibilities – Corporate** | |
|  | To be responsible for establishing good working relationships both internally and externally. |
|  | Compliance with the Authority’s Policies and Procedures and to make known to Senior Officers any areas which are not adequately covered. |
|  | To participate actively in supporting the Authority’s principles and practices of equality of opportunity as laid down within the Equalities Policy. |
|  | To be responsible for the application of Health & Safety practices within the daily operations, sharing a common responsibility for Health & Safety across the department, directorate and Authority as a whole. |
|  | Employees will be required to give certain information relating to themselves in order that the Authority may properly carry out its duties, rights and obligations as an employer. The Authority will process and control such data principally for personnel, administrative and payroll purposes. |
|  | As a term of your employment and in order to maintain effective departmental operations, you may be required to undertake any other reasonable task, commensurate with your grade, as determined by your Line Manager or Head of Service. |
|  | Conwy is committed to safeguarding children and vulnerable groups. All Council employees are expected to be aware of the Corporate Safeguarding Policy and their responsibility to report any concerns in the appropriate manner and timescales. |

###### **Review Date/Right to Vary**

This job description is not intended to be an exhaustive list of duties. The Authority reserves the right, after appropriate consultation with you, to vary your duties and responsibilities within the parameters of your grade and occupational competence in order to respond to changes in the needs of the service.

**Signed by:** …………………………………………. **Date:** ……………………………..

Employee’s Name and Signature

Approved by

**Head of Service/Manager:** ………………………………….. **Date:** ………………………..

# PERSON SPECIFICATION

**Post: Customer Service Assistant – Housing Benefit, Council Tax Reduction and Education Benefits**

**Date: 09/2017**

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| **Factor** | **Requirements** | **How Identified** | **Essential** | **Desirable** |
| ***Knowledge & Skills*** | Qualification –  A good standard of education, 6 GCSE’s including Mathematics and English and/or Welsh Language. | V | ✓ |  |
| Experience of –  Dealing with the public. | AF | ✓ |  |
| The use of computer technology and be able to assist others digitally. | AF | ✓ |  |
| Ability to –  Communicate effectively. | I | ✓ |  |
| Work under pressure on own initiative | I | ✓ |  |
| The ability to communicate in English is essential. | AF/I | ✓ |  |
| The ability to communicate in Welsh is desirable. | AF/I |  | ✓ |
| ***Supervision & Management*** | N/A |  |  |  |
| **Creativity & Innovation** | To inform customers of help available with Housing Benefit, Council Tax Reduction and Education Benefits and assist with claiming when required. | I | ✓ |  |
| To be aware of any suspected Fraud and report where appropriate to the Department for Work & Pensions Single Fraud Investigation Service | I | ✓ |  |
| **Contacts &**  **Relationships** | Good communication skills are required with both customers claiming benefits and landlords, giving clear correct information in a calm manner. | I | ✓ |  |
| **Decisions / Recommendations** | Recommend change in procedure to Benefit Manager Assessments/Customer Services to improve service delivery. | I | **√** |  |
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| **Resources** | N/A | n/a |  |  |
| **Physical Demands** | Ability to travel throughout Conwy County Borough Council and to training sessions outside the Borough. | I | ✓ |  |
| There will be a need to constantly access and input information using a PC. | AF | ✓ |  |

Please Note: In order to be shortlisted for this post you will need to demonstrate that you meet all the criteria ranked as E - Essential.

Identification of the requirements will be through the:

Application Form (AF),

Interview (I),

Test at interview (T),

Presentation at interview (P),

Verification (V)

Reference (R)