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| **BENEFITS OFFICER**  **HBC4** | Halton Borough Council  resourcing@halton.gov.uk |
| Working at Halton | |
| All our colleagues at Halton have made a positive commitment to delivering great outcomes for our communities. Whoever joins us will share that passion for outstanding service, and strongly align with the values which define our workplace culture:   * Working Together – building fantastic relationships with colleagues and customers * Continuous Improvement – Keeping great service delivery at the heart of everything we do * Personal Growth – Learning, growing and developing ourselves * Accountability – doing what we say we are going to do * Inspiring leadership – positive roles models and leading by example   *To read more about our values, click* [*HERE*](https://haltoncouncilcareers.co.uk/values/)  **We are immensely proud that when asked what’s great about working for Halton, the most popular response from our workforce has been ‘*our colleagues’*.**  Aside from working with a great team, our employees have access to a fantastic range of benefits, including:   * A generous annual holiday allowance starting at 34 days per year (including bank holidays), increasing with long service * Membership of our defined benefit, salary-linked pension scheme with generous Employer Contributions * 3 x Salary Life Cover via Local Government Pension Scheme * Investment in your personal development * Free Car Parking at HBC sites * Flexible / hybrid working arrangements available * Access to a wide range of discount schemes (TBC) * Car leasing schemes / Essential Monthly Car User Allowance\*   *For further information about all the benefits we offer, please click* [*HERE*](https://haltoncouncilcareers.co.uk/benefits/)*.* | |
| About the Job | |
| This role involves undertaking work concerning Housing Benefit and Council Tax Reduction, and ensuring that the Benefits computer databases are maintained at all times  More specific responsibilities include:  In accordance with relevant legislation, policies and procedures:   * Assessing and reviewing ongoing entitlement to Housing Benefit and Local Council Tax Reduction claims. * Ensuring that any overpaid benefit is accurately assessed and recovered in accordance with Council guidelines * Accurately maintaining and updating computer systems * Processing new Housing Benefit and Council Tax Reduction claims based on a range DWP working age income and Pension Service incomes. * Assessing and processing all Benefit applications including self-employed and students. * Processing non-working claims for all tenure types. * Determining good cause for back date and write off requests. * Determining underlying entitlement when appropriate. * Maintaining accurate records relating to the Benefit Administration activity of cases. * Prioritising tasks in accordance with defined timescales. * Dealing with incoming enquiries and contacting customers via the telephone, in writing or face-to-face * Assisting with the testing of computer software releases * Identifying and refer potential fraudulent claims for investigation * Dealing with the reassessment of claims following a fraud investigation * Maintaining an up-to-date knowledge of relevant legislation and attend training courses as required. * Assisting in the support and development of other team members * Undertaking any other duties and responsibilities as may be assigned from time to time, which are commensurate with the grade of the job. | |
| About You | |
| You will have a minimum of 3 GCSEs or equivalent at grade C or above including Maths and English, or be able to demonstrate the appropriate level of skills or experience  In addition you will have:   * Experience of using IT Productivity tools including word processors and spreadsheets * Ability to use internet-based services. * Knowledge of health and safety requirements within an office environment. * Knowledge of data protection and confidentiality. * Ability to access information and make decisions in accordance with policies and guidance. * Ability to communicate in a professional manner, clearly and effectively with members of public and other organisations in a face to face environment, over the telephone and in writing. * Ability to prioritise work and meet deadlines. * Ability to work well within a Team and to work on own initiative * Ability to translate complex information into clear information for the customer. * Resilient- ability to deal with irate/difficult customers. * An ability to fulfil all spoken aspects of the role with confidence through the medium of English * Flexible approach to working hours – willing to provide cover for the service at peak times. * A willingness to undertake training and development as required   The Council and its schools are committed to safeguarding and promoting the welfare of children, young people and adults and expect all staff, workers and volunteers to share its commitment. | |
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