

**Job Description**

**Job Title:** Benefit Improvement and Development Officer

**Salary Grade:** Grade 5

**SCP:** 17-22

**Job Family:** Learning and Development

**Job Profile:** LD 7

**Directorate:** Corporate Services

**Job Ref No:**

**Work Environment:** Agile

**Reports to:** Legislation and Supported Housing Team Manager

**Number of Reports:** 0

**Purpose:**

To assess Supported Accommodation rents, consider and prepare second stage appeals. Develop individuals or groups and review the effectiveness of programmes and activities. To support the management of projects, Welfare Reform changes and ensure the effective performance of the Benefit Service. To contribute to the provision of a comprehensive and effective Benefits Service, by identifying areas of improvement in the Service and by incorporating these improvements by developing all Benefit staff.

**Key Responsibilities:**

To assess Supported Accommodation rents for both new and existing schemes

Process Supported Accommodation Housing Benefit and Council Tax Support claims

Consider second stage appeals and prepare submissions for appellants, representatives, Her Majesty’s Courts and Tribunal Service and the Valuation Tribunal Service

To identify service improvements to ensure high levels of speed and accuracy

Develop employees through coaching, training and mentoring, managing performance using evaluation and feedback

Take a leading role with colleagues to assist with the planning, transition and delivery of new legislation, DWP circulars and working practices.

Contribute to the effectiveness of improvement activity by applying specialist knowledge of Benefits to the development of others and the Service, including formulating, identifying and sharing good practice and ideas.

Plan and organise own work, including reprioritising tasks where required, to meet strict timescales and to ensure responsive and effective service delivery

Work effectively with customers, stakeholders and partners to build relationships and develop and maintain clear working objectives to help achieve optimum service delivery

Communicate information derived from several sources (legislation, caselaw, statutory guidelines, etc.) ensuring that staff, customers, stakeholders and partners are kept apprised of changes and requirements.

Maintain composure when dealing with interruptions and conflicting demands whether from service users, internal departments or other bodies.

A commitment to continuous improvement.

To promote and champion a positive organisation-wide culture that reflects the Council’s values.

**Other Duties:**

The post holder must carry out their duties with full regard to the Council’s Equal Opportunities Policy, Code of Conduct and all other Council Policies.

The post holder must comply with the Council’s Health and safety rules and regulations and with Health and safety legislation.

The post holder must act in compliance with data protection principles in respecting the privacy of personal information held by the Council.

The post holder must comply with the principles of the Freedom of Information Act 2000 in relation to the management of Council records and information.

To comply with the principles and requirements of the Data Protection Act 2018 and GDPR in relation to the management of Council records and information, and respect the privacy of personal information held by the Council