

Job Description

Department: Resources

Division / Section: Financial Services, Business Operations and Development

Job Title: Contract Officer (Revenue and Benefits)

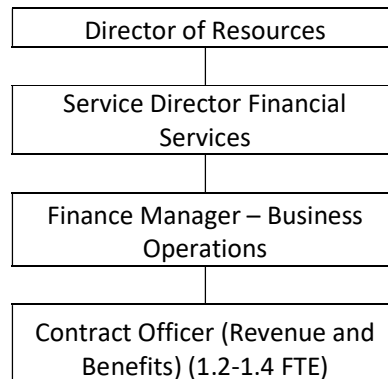
Post No:

Grade: 8

Reports to: Finance Manager (Business Operations)

Organisation Chart:

Show immediate manager and any jobs reporting to this post.



CRB Check applicable?

Standard ☐ Enhanced ☐ None ☒

Is post exempt under the Rehabilitation of Offenders Act 1974 in respect of declaration of spent convictions?

Yes ☐ No ☐

Line Management responsibility for:

No. of direct reports: none

No. of indirect reports: none

Size of budget:

N/A

Job Purpose: Part of the PCC Client Team for provision of the quality control function for Housing / Council Tax Benefit and Council Tax.

To provide client side expertise and knowledge in the checking of benefit claims and Council Tax amendments that have been undertaken by the Council's outsourced partner, plus administration of Discretionary Housing Payments and support from PCC to the Department for Work and Pensions (DWP) Single Fraud Investigation Service (SFIS).

Provide feedback on quality and policy issues relating to Benefits and revenue issues.

Main Duties and Responsibilities:

1. To undertake accuracy checks relating to Housing / Council Tax Benefits and Council Tax.
2. To maintain appropriate records of checks undertaken and to provide statistical information regarding the outcome of checks and monitoring.
3. To give advice and assistance to Benefit Assessment Officers in relation to more complex cases or queries.
4. To liaise with the partner to resolve any discrepancies discovered.
5. Responsible for the monitoring of relevant performance indicators and of appropriate mechanisms to ensure the quality of service delivery of an effective service to customers within the back office partnership with regards to Housing / Council Tax Benefits and Council Tax.
6. To identify changes to systems or procedures which would improve service delivery.
7. To work with the Partner to develop new policies and review existing policies in relation to the provision of the service.
8. To maintain an in depth knowledge of Housing/ Council Tax Benefit and Council Tax legislation and practice, and assist with the clients responsibilities in those areas.
9. To authorise awards of Discretionary Housing Payments (DHP) as recommended by the Partner.
10. To deal with all DHP claims from claimants affected by the Benefits Cap. This will include requesting supporting evidence, scrutiny of claims and supporting evidence and deciding awards.
11. Amend the PCC DHP Policy in line with any changes to Department for Work and Pensions (DWP) guidelines.
12. Maintain records of DHP expenditure and overpayments and decide on the recoverability of DHP overpayments and notify the decisions to the Partner.
13. To authorise Housing Benefit Appeals to be referred to the Tribunal Service by the partner.
14. Act as point of liaison between PCC and the DWP Single Fraud Investigation Service (SFIS). This includes providing evidence and documents requested by DWP Investigation and Compliance Officers in accordance with the Service Level Agreement (SLA).
15. Involvement in updates to PCC's Council Tax Support Scheme to take account of prescribed changes each year.
16. To fully understand, and at all times adhere to Data Protection Regulations.

Generic Responsibilities: To carry out all responsibilities with regard to the Council's Equalities Policy and Procedures and Customer Care Policy.

To comply with all Health & Safety at work requirements as laid down by the employer.

The council is committed to safeguarding and promoting the welfare of children and vulnerable adults and expects all staff and volunteers to share this commitment.

Flexibility Clause: Other duties and responsibilities express and implied which arise from the nature and character of the post within the department (or section) mentioned above or in a comparable post in any of the Organisation's other sections or departments.

Variation Clause: This is a description of the job as it is constituted at the date shown. It is the practice of this Authority to periodically examine job descriptions, update them and ensure that they relate to the job performed, or to incorporate any proposed changes. This procedure will be conducted by the appropriate manager in consultation with the post holder.

In these circumstances it will be the aim to reach agreement on reasonable changes, but if agreement is not possible the Head of Service reserves the right to make changes to your job description following consultation.

DATE: March 2022 **COMPLETED BY:** Chris Yates