

JOB DESCRIPTION

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| Post Title: Benefits Assistant | | Director/Service/Sector: Finance / Revenues & Benefits | Office Use |
| Grade: Band 3 | | Workplace: Worksmart (Hybrid home and office) County Hall | JE ref: 4237 HRMS ref: |
| Responsible to: Benefits Team Manager | | Date: May 2022 | |
| Job Purpose: To assess and maintain applications for Blue Badges, Concessionary Travel and Free School Meals; answer customers' enquiries and give them relevant advice. To Assist Benefits Officers and the Team manager with other simple Benefits related administration. | | | |
| Resources | Staff | None | |
| | Finance | | |
| | Finance | Ensuring payments are taken from successful applicants and are processed accurately | |
| | Physical | Office Equipment | |
| | Clients | Members of the public and organisations and departments caring for disabled people | |
| | Clients | | |
| Duties and key result areas: | | | |
| <ol style="list-style-type: none"> 1. Verify, determine and process applications and queries for Blue Badges, Concessionary Travel and Free School meals 2. Provide advice and information to customers and their representatives as required 3. Update and maintain systems and records accurately including the National BB systems. Extract and distribute information as directed. 4. Correspond with customers verbally and in writing, giving and requesting information to enable the completion of the service request including new applications, renewals and refusals. 5. Communicate with successful applicants to conclude their request for a Blue Badge and take and process payment 6. Receive telephone calls, give advice, deal with customers, take messages and answer queries in compliance with the service's customer care standards. 7. Co-ordinate and organise any appeals for BB FSM and CT 8. Arrange and co-ordinate Independent Medical Assessments (IMA's) where appropriate and organise and match the incoming IMA reports make recommendations regarding eligibility. 9. Manage the incoming Tell Us Once notifications for Blue Badges and Concessionary Travel. 10. Respond to more complex or detailed enquiries both verbally and in writing. 11. Assist with more complex support work to investigate, collate, record, manipulate, extract and distribute data in accordance with predetermined boundaries or as instructed. 12. At peak times or as directed assist Benefits officers by processing less complex HB review and council tax support claims 13. Participate in take-up campaigns as directed, including attendance at community venues and public locations 14. Attend meetings and training courses as required | | | |
| The duties and responsibilities highlighted in this Job Description are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and extent of the post and the grade has been established on this basis. | | | |
| Work Arrangements | | | |

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| Transport requirements: | Activities normally undertaken in a seated position with some walking, bending or stretching and an occasional need to lift or carry. |
| Working patterns: | Occasional need to travel to other service locations to collect documents, assist in service provision or attend training |
| Working conditions: | 37 hours per week, day work. Flexible working hours may apply if colleagues co-operate to provide cover. .Normally within an office environment. Regular exposure to difficult situations including customer complaints and disputes. |

Northumberland County Council
PERSON SPECIFICATION

| | | |
|---|---|------------------------|
| Post Title: Benefits Assistant | Director/Service/Sector: Finance /Revs & Bens | Ref: 4237 |
| Essential | Desirable | Assess By |
| Knowledge and Qualifications | | |
| <ul style="list-style-type: none"> • A good general education demonstrating numeracy and literacy • NVQ level 2 or equivalent by experience in a business administration related discipline | <ul style="list-style-type: none"> • NVQ level 3 or equivalent by experience in a business administration related discipline • A knowledge and understanding of the Blue Badge Scheme • ECDL or similar demonstrating knowledge of ICT skills | (a) (i) |
| Experience | | |
| <ul style="list-style-type: none"> • Experience in an administrative role covering a broad range of support tasks and procedures • Practical experience of using office software application sand back office systems • Practical experience of managing and organising sensitive and confidential information | <ul style="list-style-type: none"> • Experience of working with the general public in a customer services environment • Experience of administering a scheme bound by strict guidelines and policies • Experience of working with a CRM system | (a) (i) (a) (i) |
| Skills and competencies | | |
| <ul style="list-style-type: none"> • Good written and verbal communication skills including listening • Able to work within a clear policy of confidentiality • Able to follow instructions and procedures without constant supervision • Able to prioritise and organise workload and monitor work standards against guidelines • Administration skills -ability to input, extract, interpret and record information from manual and electronic information sources • Able to work methodically and systematically | <ul style="list-style-type: none"> • Able to extract and interpret information f or monitoring purposes | (a) (i) |

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| | | (a) (i) |
| Physical, mental and emotional demands | | |
| <ul style="list-style-type: none"> • Sound verbal communication skills with the ability to facilitate open discussion to determine customer and service requirements • Regular periods of concentrated mental attention with some pressure from deadlines, interruptions and conflicting demands. • Contact with customers may result in emotional demands | | (a) (i) |
| Other | | |
| | | (a) |

Key to assessment methods; (a) application form, (i) interview, (r) references, (t) ability tests (q) personality questionnaire (g) assessed group work, (p) presentation, (o) others e.g. case studies/visits