

LONDON BOROUGH OF REDBRIDGE
ROLE DESCRIPTION AND PERSON SPECIFICATION

Role Title:	Assessment Officer - Intervention and Support		
Directorate:	Resources	Grade:	LBR07
Department:	Revenues, Benefits and Transactional Centre	Hours/weeks:	e.g. 36 hours/52.14 weeks
Function:	Benefits	Post number:	Various to be provided separately
Team:	Intervention and Support	Base/location:	Lynton House/Remote
Reports to:	Benefits Manager – Intervention and Support		
Responsible for:	No direct line management but may be responsible for the supervision of workers, trainees and work placement staff on occasion		

Role and Context

Overall Role Purpose:	Part of a team responsible for the assessment of all intervention claims and Welfare Benefit support and advice.
Role Context:	The post-holder is required to contribute to the aims and objectives of the benefits service, developing and implementing service-wide policies and strategies aimed at creating a customer focused culture committed to continuous improvement and high quality, timely outputs.

Key Accountabilities and Result Areas

1. Strategy and Planning	Be aware of any trends that arise in benefit assessment and advice-giving services, share this information with the team and make suggestions on improvements.
2. Operations and Support	<p>Undertake a full investigation into a claimant's circumstances before making an assessment, this will include, but is not limited to:</p> <ul style="list-style-type: none"> Assessment of income and capital Verification of rent and household details Cross checking with other systems such as Searchlight and Revenues Determine start dates for changes Calculate overpayments and provide clear and concise notification letters to claimants Complete all documents required to meet with audit requirements i.e., Detailed notes and the workings of all calculations Ensure that correct subsidy codes are used to maximise income for the council. From the information supplied by a claimant carry out a simple benefit check to ensure they are receiving their maximum entitlement. Engage with claimants who may be entitled to more benefit to provide advice, guidance and support. Assist vulnerable claimants who need additional support with claiming state benefits. Participate in take-up campaigns as decided by the Benefits Manager

3. Systems and Process Development and Improvement	Provide suggestions to improve procedures and processes to ensure performance is maximised and vulnerable residents are fully supported by the benefits team.
4. Communication Partnership	Attend and contribute to team meetings. Ability to communicate with colleagues at all levels, delivering concise information. Participate in meetings with both internal and external partners as required.
5. Performance and Standards	Support the overall aims and performance of the Benefits Teams.
Key Performance Outcomes	Targets met for both quality and quantity. Fewer claimants requesting reconsiderations of decisions. Maximisation of income for residents
6. Resource Management	N/a
Corporate Accountabilities	All employees of the Council should undertake and conduct their work with due regard to the corporate accountabilities. These include responsibilities for outcomes regarding Equality, Conduct & Behaviour, Health & Safety, Data Protection, Safeguarding and Customer Care.
Flexibility	The key responsibilities and duties of the role are neither exclusive nor exhaustive. All workers are expected to operate flexibly to support delivery of services and from time to time will be required to undertake responsibilities outside the normal remit of role description as required by the line manager, which are broadly commensurate with the job level and scope of competence.

Person Specification		A - I - T	Weighting
Knowledge & Experience			
Method of candidate assessment: (A) = Application form (I) = Interview (T) = Test			
Statutory or Mandatory qualifications:	No mandatory qualification required		
Educational Ability	Good standard of education	A	2
Key Subject or Content Areas (inc: Desirable Qualifications)	Housing Benefit, Council Tax and Local Council Tax Support scheme: Strong working knowledge of Housing Benefit legislation (all tenure types), Council Tax regulations, Local Council Tax Support scheme, and wider legislation required for the administration of the schemes including Discretionary Housing Payments.	A/I/T	3
	Wider State Benefits: Comprehensive knowledge of welfare benefits with ability to identify entitlement gaps and apply income maximisation strategies to support residents.	A/I/T	3
	Outreach service: Confident in delivering outreach services that support residents with benefit-related matters. This includes engaging with residents and stakeholders across various locations and services within the borough	A	3
	IT Proficiency: Competent in Microsoft Office and benefit administration software (e.g. Northgate, document management systems), with the ability to quickly adapt to new systems in a fast-paced digital environment.	A	2
	Data security: Strong awareness and understanding of GDPR/DPA regulations with an ability to take personal responsibility for all aspects of compliance.	A/I	3
	Communication Skills: Strong verbal and written communication skills, with experience in dealing with customers, external agencies, and senior colleagues.	A/I	3
	Performance and Efficiency: Able to meet high performance and quality assurance targets. Proactively identify and implement more efficient methods for processing claims to improve KPIs and reduce overpayments.	A/I	3
Knowledge / Experience Field	Legislation Interpretation: demonstrate in depth working knowledge of Housing Benefit, Council Tax Reduction (CTR), and the wider Welfare legislation, ensuring accurate and compliant administration of claims. Supporting residents through effective application of income maximisation strategies, in accordance with Council policies and procedures.	I/T	3
	Analytical Skills: demonstrate a proven ability to apply strong analytical skills, to make accurate, high-quality decisions. Effectively maintain and interpret both personal and financial data with precision, ensuring that the needs of vulnerable residents are fully supported.	A/I	2
	Communication Skills: demonstrate strong verbal and written communication skills to engage confidently and professionally with customers, colleagues, and external partners across a range of communication channels. Including effective liaison, conflict resolution, empathy, and the ability to support vulnerable individuals.	A/I	3
	Organisation skills: show evidence of strong organisational and time management skills demonstrated through effective prioritising of workload to meet tight deadlines with high accuracy and efficiency.	A/I	2
Effective and Collaborative Team Working	Actively engage in personal development, contribute to service planning and improvement, and support value for money and efficiency and remains responsive to the wider organisational priorities through cross-functional collaboration	I	3
Corporate Accountabilities	Demonstrate commitment to upholding the Council’s standards in Equality, Conduct, Health & Safety, Data Protection, Safeguarding, and Customer Care	I	2
Flexibility	Demonstrates a proactive and adaptable approach to working arrangements to support effective service delivery, including a willingness to attend events and support organisational needs as required.	I	3