

Role Description and Employee Specification

We deliver great services to local communities on behalf of their local council. We are owned by the Councils and not shareholders, so we know our priorities and have strong values. At Publica we put people and our communities at the centre of everything.

Job title:	Benefits Officer	Location:	Any of Witney/Cirencester/Coleford (Hybrid working available)
Department:	Revenues and Benefits	Service:	Benefits
Reports to:	Benefits Team Leader	Working Hours:	37 per week
Job group:	Case/Field Worker – Level 1	Peer group no:	PG-C7
Business World Post number:	880000323	Direct Reports (if applicable):	None
FTE Salary:	£25,223 - £29,331	Contract type:	Permanent

Main purpose of this specific role:	<p>The purpose of this role is to:</p> <ul style="list-style-type: none"> • Administer claims for Housing Benefit and/or Council Tax Support in accordance with government legislation and Council policy • Take ownership of customer cases, including consultation with relevant subject matter experts • Escalate to the relevant expert as and when necessary.
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Main requirements of this role:	<ol style="list-style-type: none"> 1. Deal with routine service requests within the Benefits team 2. Work within relevant legislation, prescribed policy, procedures and guidelines 3. Escalate issues to technical colleagues when necessary 4. Ensure all relevant customer and company information is captured and recorded accurately 5. Manage workload in order to meet the demands and targets within the Benefits team 6. Carry out duties with discretion, integrity and maintain confidentiality 7. Undertake any other duties as reasonably required to do so
Essential qualifications/skill s/experience specific to this role:	<ul style="list-style-type: none"> • A minimum of 5 qualifications equivalent to NVQ level 2 or GCSE at Grade C/4 or above, must include Maths and English • Ability to build customer relationships • Ability to remain calm and confident when dealing with challenging customers and environments • Ability to resolve routine issues by negotiation • Maintain accurate and up to date records • Demonstrate commitment and resilience to succeed • Excellent written and verbal communication skills • Ability to manage time effectively • Competent in using a range of technology and software packages, including Microsoft and Google
Desirable Requirements Qualifications, Skills and Abilities:	<ul style="list-style-type: none"> • Relevant recognised qualification • Knowledge and experience of working in a public sector organisation • Previous experience within Housing Benefits, Department for Works & Pensions or similar benefits background • Knowledge and experience of working in a public sector organisation • Working towards or willing to work towards IRRV Level 4 qualification

	Generic Job Profile:
Main Purpose of a role within this job group:	<p>The purpose of this role is to:</p> <ul style="list-style-type: none"> • Take ownership of customer cases, including consultation with relevant subject matter experts • To escalate to the relevant expert as and when necessary • Undertake site visits if/when required
Key Responsibilities of a role within this job group:	<ul style="list-style-type: none"> • Deal with routine service requests, which may relate to a specific functional area across the organisation and/or externally • Work within relevant legislation, prescribed policy, procedures and guidelines • Escalate to technical colleagues when necessary • Ensure all relevant customer and company information is captured and recorded accurately • Manage workload in order to meet the demands and targets within the function • Carry out duties with discretion, integrity and maintain confidentiality • Undertake any other duties as reasonably required to do so
General Accountabilities:	<ul style="list-style-type: none"> • The post holder is responsible for maintaining a safe working environment and ensuring as far as reasonably practicable that safe working practices are adopted by employees within this work environment • Work in compliance with the Codes of Conduct, Regulations and policies of Publica • To support the response to a major incident, including taking up a designated role within the emergency management framework

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Special Conditions:	<ul style="list-style-type: none">• There may be a requirement to work at other Publica Group (Support) Ltd and/or client locations to meet the needs of the business• You will be expected to work reasonable additional hours in line with the needs of the service• Full UK Driving License• Ability to travel/ access to a vehicle for work purposes• Your role will require a Baseline Personnel Security Standard Check (BPSS)	
Date reviewed:	17/12/2025	
Reviewed by:	Mandy Fathers	
Manager job title:	Business Manager	
Date of issue:	17/12/2025	
Checked HRBP:	Jenny Wells	18/12/2025