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:	Benefit Officer	**Location:**	Coleford (Remote Working Available)
Job group:	Case Worker / Field Worker Level 1	Peer group no:	PGC7
Reports to:	Benefits Team Leader - Chelsie Ferjani	Working hours:	37 hours
Business World Post number:	New Post	Line management responsibility: Direct Reports:	None None
FTE Salary pro rata:	£25,600 - £29,523	Contract type: Further detail:	Permanent

Main purpose of this specific role:	The purpose of this role is to: • 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
	Generic Job Profile:

Key Responsibilities:	1. Deal with routine service requests, which may relate to a specific functional area across the organisation and/or externally 2. Work within relevant legislation, prescribed policy, procedures and guidelines 3. Escalate 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 function 6. Carry out duties with discretion, integrity and maintain confidentiality Undertake any other duties as reasonably required to do so **This job description sets out the key outcomes required. It does not specify in detail the activities required to achieve these outcomes.**
General Accountabilities:	• Safeguarding – The Council/Publica is committed to meeting its statutory and moral duties to safeguard and promote the welfare of children, young people under 18 years of age and adults at risk who are the recipients of its services and/or activities. • 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
Essential Requirements, Qualifications, Skills and Abilities:	• 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 • Experience in evaluating evidence and decision making • Experience in assessing routine situations and carrying out inspections if and when required • 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:	• Relevant recognised qualification • 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
Special Conditions:	• 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 • Ability to travel • BPSS
Date reviewed: November 2026	
Reviewed by:	Craig Fisher
Manager job title:	Benefits Manager