



Job Description

Directorate	Corporate Services
Service	Benefits & Exchequer Service

Post details	
Job title	Local Support Scheme Assessment Officer
Grade	6
Location of work	1 Time Square
Directly responsible to	Benefits Operational Manager
Directly responsible for	Local Support
Hours of duty	37
Primary purpose and scope of the job To assist the Benefits Operational Manager to effectively deliver a local support scheme of the highest standard, that is cost effective and efficient.	
Working Relationships Members of the Public, Senior Management Benefits & Exchequer teams, Councillors and MP's Other Council Departments, Department for Work & Pensions Internal & External Audit teams, Other Government Departments Other Local Authorities	

Key Tasks and Responsibilities

1. To request, collate, check and verify all relevant information necessary to substantiate a claim for local support.
2. To input claims onto the computerised benefit system within pre-determined

targets and to assess entitlement to local support.

3. To respond, in a positive, friendly and efficient manner, to all customer enquiries. To give advice and assistance on Local Support in accordance with council policies and customer care standards including the interpretation to meet specific circumstances
4. To liaise with, and where appropriate, refer customers to, outside agencies such as the Department for Work & Pensions (DWP) and welfare rights organisations.
5. Operate local support computer systems – and maintain a working knowledge of Housing Benefit, Council Tax Support and Document Image Processing.
6. To calculate Local Support overpayments, including reviewing the decision to recover and providing the customer with repayment options.
7. To manually assess Local Support applications, under emergency procedures, to produce manual payments to specific deadlines.
8. To produce, check and issue letters via Document Image Processing and Word processing systems.
9. To participate fully in improving the quality of the service provided and enhancing the Local Support team. To be responsible, together with team colleagues, for constantly reviewing working practices, design and format of documents and procedures and making suggestions/recommendations as appropriate.
10. To be part of, and make an active contribution to, the Benefits and Exchequer Service.
11. Undertake any other duty or responsibility within the general purpose or scope of the job, commensurate with the grade for the post, as required from time to time by Senior Management.

Review Arrangements

The details contained in this job description reflect the content of the job at the date it was prepared; however, it is inevitable that over time, the nature of the jobs may change. Existing duties may no longer be required, and other duties may be gained without changing the general nature of the post or the level of responsibility entailed. Consequently, the Council will expect to revise this job description from time to time and will consult with the post holder at the appropriate time.

Prepared / Revised By	Angela Andrews
Role	Assessment and Support Manager
Date	13.10.2025