



JOB PROFILE

Post Title	Claims Officer
Directorate	Corporate Finance
Responsible to	Claims Manager
Responsible for	None
Grade	D

Job Purpose

To carry out the duties of Adjudication Officer as provided for in the Social Security Ordinance through the interview and assessment of Income Related Benefit and Basic Island Pension applicants.

Assist with the accurate and efficient data entry and assessing and monitoring of all Claimants receiving IRB and Basic Island Pension.

Key Tasks

1. Interview all applicants for IRB and BIP and adjudicate applications ensuring that all forms have been completed accurately in accordance with the relevant Social security Legislation.
2. Responsible for implementing the Unemployment Allowance policy ensuring that applications are appropriately assessed in accordance with the policy and that reassessment timeframes are adhered to.
3. Gather from various sources and verify through appropriate means all evidence provided by and required for new applications.
4. Reassess all recipients of IRB in accordance with the Social Security Ordinance, Regulations and guidelines as required.
5. Monitor, prepare and process amendments to benefit entitlement in line with Changes of Circumstances.
6. Investigate applications where there is doubt about a Claimants right to a level of benefit.
7. Investigate cases of suspected fraud in a timely and professional manner.
8. Provide advice and guidance to Claimants regarding Income Related benefits and Basic Island Pension provisions and requirements.



JOB PROFILE

9. Assist and contribute to any work required for potential policy changes for social security.
10. Establish and maintain positive working relationships with all customers ensuring that all concerns or queries are addressed in a timely manner.
11. Any other relevant duties as requested by line manager.

Key Responsibilities

1. Ensure that sufficient appropriate evidence is documented and maintained.
2. Assist with the preparation of weekly data and submit to payroll.
3. Responsible for monitoring overpayment of benefits and keep appropriate records.
4. Assist with the drafting of monthly reports and statistics and reviewing policies.
5. Arrange for the filing and adequate storage of various documents on a regular basis for easy access and to update all Client files with the relevant information.

Core Competencies

- Professional Development

Not applicable

- Planning & Delivery of Work

Work is delivered on time, efficiently and to the required quality standards with clarification sought when necessary and relevant parties kept up to date on progress.

- Analysis and use of Information

Outputs, including the evaluation of policies, projects and programmes are evidence based and decision making and solutions are established by interpreting trends.

- Decision Making

Solves problems that have significant short-term implications for the directorate and assesses the impact of decisions made. Decisions are formed based on trends, patterns and causes rather than just symptoms and is evidence based and made in compliance with policy guidelines.

- Working with Others



JOB PROFILE

Builds good working relationships and engages effectively with others to develop appropriate solutions/improvements.

- Communication

Ensure important messages are understood and written communications are well structured and have clear meaning. Presents information that have a positive impact on others and engages with them to understand their needs.

- Influencing and Persuading

Encourages, provides and is receptive to constructive feedback to improve performance of self and team. Remains constructive when disagreeing or challenging and ensures alternative approaches to work are effective in meeting the organisation and individual needs.

- Dealing with Change

Flexible, adaptable and receptive to any change initiatives. Will support colleagues in understanding and embracing change by focusing on benefits to self and others.

- Continuous Improvement

Willing to learn and develop self and team in job role to work efficiently.

- Managing Resources

Works within appropriate guidelines and capable of dealing with varied situations with limited guidance.

Special Conditions

- The post holder will need to be able to communicate with potentially irate and sometimes aggressive individuals, with possible exposure to verbal or physical abuse.
- Must be willing to carry out field work visiting client's homes and work places during inclement weather or over rough terrain.



JOB PROFILE

This job profile is not an exhaustive list of duties and responsibilities. There may be other ad hoc duties that fall within the remit of the role that the job holder may need to complete. In addition, the job holder will be required to carry out any other reasonable duties as requested which are commensurate with the grading and level of responsibility for the role.



PERSON SPECIFICATION

Qualifications, skills, abilities, experience and competencies required for the role

	Essential/ Desirable	Application	Interview	Assessed
Qualifications				
GCSE Maths and English at Grade C or above	E	✓		
Valid Class A Driver's Licence	E	✓		
Skills & Abilities				
Basic Statistical Analysis skills	E	✓		✓
Intermediate level Analysis of Information	E	✓		✓
Must be computer literate, having an sound knowledge of MS Word, Excel and Database	E	✓		
Effective communication skills, both verbal and written, in order to communicate effectively with members of the public, Safeguarding Directorate, Prison Services, Legal Chambers, Medical team, Housing Section and employers	E		✓	
Excellent interviewing and negotiating skills	E		✓	✓
Ability to deliver presentations	D		✓	✓
Good people management skills	E	✓	✓	
Ability to deal with highly confidential information about applicants and claimants personal social and financial circumstances	E		✓	
Ability to deal with a wide range of people including those with physical and mental disability	E		✓	



PERSON SPECIFICATION

Experience				
Four years' experience in a frontline customer focused role that deals with the public on a regular basis.	E	✓		
Relevant experience in preparing statutory reports and documents, including the application of legislation or policies	D	✓		✓
Core Competencies	E			
Professional Development (i)				
Planning & Delivery of Work (ii)				
Analysis and Use of Information (iii)				
Decision Making (iii)				
Working with Others (ii)				
Influencing & Persuading (iii)				
Dealing with Change (ii)				
Continuous Improvement (ii)				
Managing Resources (ii)				
Job Competencies				
Demonstrate commitment to furthering development by undertaking relevant professional and other academic studies where appropriate, in keeping up to date with professional, and legislative development within Social Security				
Sound knowledge of relevant legislation and policies in relation to benefits	D		✓	✓
Personal attributes				
Self-motivated	E		✓	
Effective team player	E		✓	
Ability to apply objective judgement at an advanced level	E		✓	



PERSON SPECIFICATION

Effective strategic thinking	E		✓	
Responsive to change	E		✓	
Innovative and creative	E			