

BENEFITS OFFICER

PAY SCALE	<i>Grade 7 - £29,542 to £32,046</i>
CONTRACT TYPE	<i>Permanent</i>
LOCATION	<i>Hybrid Working with requirement for some regular office attendance. Office base - Guildhall Shrewsbury</i>
CLOSING DATE	<i>22 October 2026</i>

Our vision is - Shropshire living the best life.

Shropshire Council is a unitary authority which serves the rural county of Shropshire. One of the most important things about working here is the knowledge that you're working to help others and the real sense of achievement and purpose that brings.

The people of Shropshire are rightly proud of their county's assets, its natural beauty, its history, its diverse economy, its vibrant culture.

About the Revenues and Benefit Service

Shropshire Councils Revenues and Benefits Service is undergoing an exciting transformation.

We are looking to recruit into a number of key roles in order to reinvigorate and redesign the support we offer to the Council and the residents of Shropshire.

The teams are moving to a new hybrid way of working with a requirement for both home and office work, to create a professional culture that aligns with a proper home life working balance.

What we do

The Revenues and Benefits service sits within Finance. The Revenues and Benefits Service provides a wide range of services on behalf of the Council that affect the lives of every household and business in the county as well as the many customers paying for the services provided by the whole of the Council.

The Revenues and Benefits Service provides the following statutory services: -

- Council Tax billing, collection and advice. This includes assessment of Council Tax liability, discounts and exemptions for over 152,000 properties and collection of around £284 million per annum
- Non-Domestic Rates billing, collection and advice. This includes assessment of business rates liability, reliefs and exemptions for over 12,500 business premises and collection of over £90 million per annum
- Assessment and Payment of Housing Benefit and Council Tax Support to over 20,000 claimants
- Discretionary Housing Payments

About the role

We are looking to appoint 1.5 FTE Benefits Officers.

The main purpose of the post is to provide administrative, and customer focussed support within a Benefits Team to assist towards the Revenues and Benefits Service meeting its performance targets and aspirations.

About you

Ideally you will have a background in council tax although training will be provided.

Key skills are

- Numeracy
- IT
- Accuracy
- legislation
- Dealing with customers

Benefits

We value our employees and offer staff rewards and plenty of opportunities for personal development, apprenticeships and career progression including:

- Generous annual leave commencing at 28 days increasing with service to 33 days (pro rata for part time). With additional annual leave purchase policy.
- Access to a benefits platform with a wide range of retail discounts and salary sacrifice schemes (cars, bikes, AVCs)
- Employer contribution Pension Scheme [Shropshire County Pension Fund](#)
- Supportive carers and parental policies (maternity, paternity, adoption leave, special leave)
- Many opportunities for flexible and agile working, we offer a hybrid model of working to promote flexible working around personal and family commitments.
- Access to counselling and occupational health services
- Staff networks

How to apply

We would love to get to know you more so please give us a call if you would like to discuss this role or our team. You can call Leigh Becker on 01743 258978 or e-mail leigh.becker@shropshire.gov.uk

When you are ready to apply, you will need to complete the online application form detailing what you can bring to the role which is outlined within the job description and how you meet the job requirements within the person specification. We look forward to hearing from you!