

JOB DESCRIPTION



POST TITLE: Revenues & Benefits Information Officer

POST NUMBER: RB14

GRADE: E

RESPONSIBLE TO: Revenues & Benefits Team Leader

RESPONSIBLE FOR: N/A

LIAISON WITH: All staff within Revenue & Benefits Services, other internal and external services and members of the public

KEY CORPORATE ACCOUNTABILITIES:

- The Revenues & Benefits department is a key front-line service providing a “there and then” service
- The post holder is responsible to the R&B Team leader for the day-to-day maintenance of Council Tax, Business Rates and Housing Benefit & Council Tax Reduction
- A high standard of performance and customer service is required at all times.

KEY SERVICE ACCOUNTABILITIES:

1. Maintain Council Tax, Business Rates accounts including the collation of data for Council Tax Reduction and Housing Benefits.
2. To deal with enquiries by telephone personal calls and correspondence, giving where possible a “there and then” service
3. Liaise with other officers within the Local Authority regarding routine problems/enquiries.
4. Check with the Revenues Retention Officer where empty properties require inspection.
5. Liaise with outside bodies, if necessary, while carrying out the day-to-day duties of the job.
6. In all the duties above, the post holder will be expected to maintain clerical and computer records ensuring there is a clear audit trail of all action taken.
7. A high level of customer contact is involved in all elements of this post, including written, telephone and face-to-face communication.
8. Assist customers with instalment arrangements and queries regarding their debts.
9. Report, difficult or contentious issues to the Revenues Benefits Team Leader.
10. Setting up and maintaining Direct Debits
11. To provide personal budgeting support to customers
12. Assist in generic training when required
13. To provide a generic service to both internal and external customers
14. To review as required on line actions made via ‘Citizen Access’
15. To amend claims with information provided via Real Time Information
16. To provide assisted digital support (ADS) and personal budgeting supporting (PBS) to customers
17. Refer vulnerable customers to the “Customer Welfare Officer”

CONTACTS:

Externally the post-holder will have contact with the public in dealing with difficult or contentious matters. In addition the post-holder will have contact with Department for Work and Pensions, Pension Service, Disability and Carers Service and other outside bodies in the gathering or exchange of information.

DECISIONS:

To deal with the day to day collation of information for Benefits claims, updating Council Tax and Business Rates Billing and Enforcement resolving problems/ issues as they arise and referring these to the Revenues and Benefits Team where necessary.

SUPERVISION RECEIVED:

Responsible to the Revenues and Benefits Team leader and will be expected to use discretion on work selection not relying on supervision except on contentious or difficult issues.

COMPLEXITY:

The duties of the post will be varied and demanding as they will cover a wide range of duties:-

To adequately fulfil these duties the following skills will be required:

1. A knowledge of on-line computer systems and an ability to use new technology.
2. Knowledge of Benefit legislation, associated Social Security Benefits, Council Tax legislation, Business Rates Legislation
3. Highly developed organisation, and planning skills
4. An ability to communicate effectively with a wide range of people with differing backgrounds and levels of understanding and to communicate with members of staff, claimants and other agencies to make decisions, explain complex legislation and to be able to use tact and diplomacy accordingly.
5. To be methodical and work on your own initiative
6. To do these functions effectively the post-holder must be able to work under pressure

OTHER DUTIES:

In order to deliver services generically, effectively, a degree of flexibility is needed and the post holder may be required to perform work not specifically referred to above. Such duties, however, should not normally exceed those expected of an employee at that grade.

HEALTH AND SAFETY:

The Council has a health and safety policy, which outlines its responsibilities as an employer, and the responsibilities of its employees in respect of health and safety. All employees need to be aware of this policy and comply with its content.

RISK MANAGEMENT:

The Council has a Risk Management Strategy and it is the responsibility of Heads of Service/Senior Managers to comply with the contents including leading the risk management process within their service; identifying and managing significant operational risks.

DATA PROTECTION:

It is the responsibility of the Post holder to ensure that the section's requirements for compliance with the Data Protection legislation are met.

SINGLE EQUALITY SCHEME:

The Council has a Single Equality Scheme which gives clear guidance on the responsibilities of both the employee and the employer. All employees must be familiar with and comply with all aspects of the Scheme.

SAFEGUARDING CHILDREN AND ADULTS AT RISK:

The Council has a Safeguarding Policy, which outlines its responsibilities and the responsibilities of its employees. All employees need to be aware of this Policy and comply with the contents.

MID DEVON DISTRICT COUNCIL'S REQUIRED COMPETENCIES



Our eight core competencies are relative to every role within Mid Devon District Council. They link to our values of Pride, Performance, People and Partnerships to support the delivery of our vision, together with building an effective, positive and collaborative place to work.

Seeing the Big Picture	<i>You understand how your role fits with and supports the organisational objectives. You recognise the wider Council's priorities and ensure work is in the wider public needs</i>
Changing & Improving	<i>You seek out opportunities to create effective change and suggest innovative ideas for improvement. You review ways of working, including seeking and providing feedback in a positive manner</i>
Making Effective Decisions	<i>You use evidence and knowledge to support accurate decisions and advice, carefully considering alternative options, implication and risks of decisions</i>
Delivering Quality, Value & Pace	<i>You deliver service objectives with professional excellence, expertise and efficiency, taking into account the diverse customer needs and requirements in a timely manner</i>
Leading by Example	<i>You show pride and passion for public service, creating and engaging others in delivering a shared vision. You value difference, diversity and inclusion, ensuring fairness and opportunity for all</i>
Communicating & Influencing	<i>You communicate purpose and direction with clarity, integrity and enthusiasm. You respect the needs responses and opinions of others</i>
Building Capability	<i>You focus on continuous learning and development for self, others and the organisation as a whole</i>
Collaborating & Partnering	<i>You form effective partnerships and relationships both internally and externally, from a range of diverse backgrounds, sharing information, resources and support</i>

The above competencies should be read in conjunction with the listed policies below. Managerial roles should pay special attention to the expectations of managers as set out within the staff charter.

The Code of Conduct, The Dignity at Work Policy, The Nolan Principles and The Staff Charter

PERSON SPECIFICATION

Revenues Information Officer

	ESSENTIAL	DESIRABLE
Qualifications and Experience:	<ul style="list-style-type: none"> • 5 GCSE or equivalent passes, including Maths and English. • Experience in working with Computer imputing. • Experience of working in a recovery and benefit environment or equivalent experience • Experience of working in a customer focussed environment • Experience in handling sensitive and confidential data • Knowledge of the Data Protection Act 2018 	<ul style="list-style-type: none"> • Knowledge of Local Authority finance and Council Tax/NNDR • Working knowledge of Housing Benefit and Council Tax Reduction • IRRV Tech/DIP or studying for
Knowledge and Expertise:	<ul style="list-style-type: none"> • Understanding of CTAX Rules • Understanding of Business Rates Rules • Understanding of Enforcement Rules • Understanding of Discretionary Relief Policies • Understanding of Council Tax Reduction • Understanding of Housing Benefits • Understanding of the Benefit Cap and Social Sector Size Criteria (Bedroom Tax) • Understanding of the Welfare Reforms • Must be a good communicator both in writing and verbally • Experience of using document management and workflow systems • Experience of providing budgeting advice/support 	<ul style="list-style-type: none"> • Council Tax/NNDR legislation • Housing Benefit legislation • Local Government Knowledge • Understanding of Social Security Benefits
Skills:	<ul style="list-style-type: none"> • Numerate and accurate • Good written and verbal communication skills • Analytical • Competent in the use of MS Office and software packages • Able to manage time and workloads effectively • Able to communicate complex information concisely, orally and in 	

	ESSENTIAL	DESIRABLE
	<p>writing using plain English to convey clear messages to a wide range of people/organisations</p> <ul style="list-style-type: none"> • Identifying Vulnerability • Team Player • Generic working ethos • Experience of providing budgeting advice/support 	
Personal Attributes:	<ul style="list-style-type: none"> • Committed to equality of opportunity and understanding of diversity issues • Organised • Tactful and diplomatic • Manage own workload effectively • High Degree of personal integrity • Ability to maintain confidentiality • An ability to work as a member of a team and communicate well with members of the public • A good telephone manner 	<ul style="list-style-type: none"> • Able to identify improvement opportunities
Special Requirements:	<ul style="list-style-type: none"> • Able to deal with difficult situation, when people are angry or distressed. • Ability to analyse information from customers 	

Date: August 2021