

## ROLE DESCRIPTION

<b>Role title</b>	Revenues & Benefits Assistant		
<b>Directorate</b>	Resource & Corporate Services		
<b>Reporting to</b>	Senior Revenues & Benefits Officer		
<b>Grade</b>	14		
<b>Evaluation ref</b>	SCG1437	<b>Job Family Ref</b>	
<b>Role purpose</b>			
The post holder will undertake a range of support activities to assist the Revenues and Benefit Officers supporting the Council's income, finance, planning and property gazetteer teams. Following relevant financial policies and procedures as well as the primary and secondary legislation relating to Council Tax, Housing Benefits and Non-Domestic Rates.			
<b>Key results area</b>	<b>Accountability</b>		
Corporate Responsibilities	Understand, uphold and promote the aims of the council's equality, diversity and inclusion policies; health, safety and wellbeing of self and others; and Organisational values in everything you do. Equality and Diversity practice covers both interaction with staff, service users and communities and includes challenging discrimination and promoting equality of opportunity for all.		
Operational Service Delivery	<p>To assist on all matters relating to the administration of Council Tax and Business Rates including the determination of liability, the assessment of entitlement to benefits and the award of discounts, exemptions and reliefs in accordance with relevant legislation.</p> <p>To respond to correspondence, including emails and telephone enquiries, from customers professionally, accurately and efficiently.</p> <p>Dealing with vulnerable &amp; potentially challenging customers in difficult or complex situations. Ensuring that engagement is made with third party organisations where required such as the Department for Work and Pensions (DWP), Citizens Advice, Age Concern, solicitors &amp; internal services such as Housing, working together to find solutions.</p> <p>Dealing with customers personal details such as bank account information to set up Direct Debits, make BACS payments for Housing Benefit and credits due to back to the customer, with adherence to the relevant processing policies and regulations.</p>		

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	<p>Reviewing the ongoing eligibility of Business Rate reliefs and Council Tax discounts or exemptions, ending awards and/or contacting taxpayers as required to obtain further information.</p> <p>Liaising with the Council's Planning and Property Gazetteer service to identify changes in property use, properties requiring inspection etc. and providing inspection request information to property inspectors.</p> <p>Discussing and negotiating re-payment arrangements with individual debtors in respect of Council Tax, Business Rates, or Housing Benefit overpayments in line with the council's policies and procedures.</p> <p>Reviewing recovery and enforcement action, making decisions in relation to appropriate recovery in individual cases in line with the council's policies and procedures.</p> <p>To be proactive and vigilant in identifying fraudulent applications and to refer any suspect cases through the correct process.</p> <p>Dealing with the scanning and indexation of all correspondence received into the service, accurately and in a timely manner, using the services' electronic document management and workflow systems.</p> <p>Using the Councils finance system, to raise required purchase orders, request invoices for overpayments and the processing of invoices for the service, in accordance with financial procedures.</p> <p>Remain aware of the welfare system in general and its links to the Housing Benefit and Council Tax Reduction schemes, keeping abreast of changing Revenues and Benefits regulations, by participating in all relevant training.</p>
Stakeholder Engagement	<p>The post holder will interact with Council Tax payers, benefit claimants, Non Domestic Rate payers, landlords, advice agencies, the DWP, The Rent Service, solicitors, letting agents, the Valuation Office Agency, the Magistrates Courts, Enforcement Agents, tracing agencies, charities and the voluntary sector and other council services to obtain information, enforce payment, assess claims and/or resolve individual cases.</p>
Project Work	<p>Assist in one off projects, liaise with team leaders, managers and stakeholders, working in partnership to achieve specific objectives, e.g. contribute to process solutions and technical input to initiatives and changes in legislation.</p>

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Regulation / Statutory Compliance	Whilst making decisions on individual cases the post holder must balance compliance with the different areas of legislation, case law and local policy, the wider interests of Council Tax and Business Rate payers in general against those of the individual claimant, Council Tax or Business Rate payer.
<b>Qualification/Knowledge/Experience/Skills</b>	
<p><b>Qualifications – Essential</b></p> <ul style="list-style-type: none"> <li>• 5 GCSE (or equivalent) at Grade 4/C or above including English and Maths.</li> <li>• Or qualified by strong relevant experience.</li> </ul> <p><b>Qualifications – Desirable</b></p> <ul style="list-style-type: none"> <li>• Evidence of Continuing Professional Development.</li> </ul> <p><b>Knowledge – Essential</b></p> <ul style="list-style-type: none"> <li>• An understanding of Revenues or Benefits legislation, (The Local Govt. Finance Acts of 1989 and 1992 and The Housing Benefit Regulations 2006) regulations &amp; processes, their context and impact within local government.</li> </ul> <p><b>Knowledge – Desirable</b></p> <ul style="list-style-type: none"> <li>• A broad and detailed knowledge of Council services systems and procedures.</li> </ul> <p><b>Experience – Essential</b></p> <ul style="list-style-type: none"> <li>• Worked within a fast-paced customer facing environment dealing with complex and/or sensitive enquiries.</li> <li>• Managing conflicting priorities.</li> </ul> <p><b>Experience – Desirable</b></p> <ul style="list-style-type: none"> <li>• Working knowledge and demonstrable experience of Microsoft 365.</li> <li>• Demonstrable experience of providing advice and support to others.</li> <li>• Experience of working with external agencies, including government agencies, solicitors etc.</li> </ul> <p><b>Skills – Essential</b></p> <ul style="list-style-type: none"> <li>• Responds to written, oral and telephone contact courteously and helpfully, providing relevant information and advice, referring on or progressing as appropriate.</li> <li>• Actively listens, seeks clarification as necessary and checks understanding.</li> </ul>	

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- Has empathy and due regard to the needs of the customer.
- Communicates effectively, both orally and in writing, with people at all levels, respecting confidentiality.
- Communicates technical advice in an appropriate manner for the recipient.
- Confident IT Skills.
- Can demonstrate a high level of accuracy in their work.
- Accurate data input.
- Able to work effectively as part of a team and on own initiative.
- Willing to learn from others and seek assistance as appropriate, whilst taking responsibility for own work.

### Skills - Desirable

- Managing a demanding workload and meeting deadlines.
- Adopts a systematic approach when solving problems – suggests and/or implements straightforward solutions.
- Demonstrates working knowledge of relevant software packages e.g. The Revenues and Benefits Database, Electronic Data Management System and Workflow.

### Dimensions of Role

This role is part of a large team responsible for the Billing, Collection and Enforcement of Council Tax and Business Rates. As well as the administration of Housing Benefit and Council Tax Reduction.

Council Tax and Business Rates generate significant income for the council, with a combined net collectable amount of circa £615m per annum. With a combined claimant case load for Housing Benefit & Council Tax reduction of in excess of 45,000 customers.

### Notes

Competencies / attributes	
Working conditions	Standard working hours
Working arrangements	There will be a mix of office and home working in accordance with the Dynamic working policy for the service.