

## JOB SUMMARY

<b>Post Title</b>	<b>Revenues and Benefits Clerical Assistant</b>						
<b>Job Family</b>	<i>Service Delivery</i>	<b>Pay Range</b>	<i>Grade 3</i>	<b>Line Manager to others?</b>	<b>No</b>	<b>Role profile ref</b>	<i>SD03</i>
<b>Service Area</b>	<i>Revenues &amp; Benefits</i>						
<b>Line Manager</b>	<i>Imogen Kelly / Aimee Adams</i>						
<b>Location</b>	<i>County hall, Westridge &amp; Agile</i>						
<b>Job Purpose</b>							
To provide administration support and undertake operational tasks and activities in relation to Council Tax, Housing Benefit and Local Council Tax Support.							
<b>Job Context (key outputs of team / role to provide some specific examples of role profile accountabilities)</b>							
<ul style="list-style-type: none"> <li>• Assisting with clerical processes, working from reports and updating records accurately.</li> <li>• Assisting with periodic and annual reviews for Council Tax discounts, disregards, exemptions, and Housing Benefit and Local Council Tax Support claims.</li> <li>• Checking payment information relating to cases where arrangements and recovery action is in progress, liaising with collection agencies</li> <li>• Amending customer's accounts to reflect changes in circumstance, discounts and exemptions</li> <li>• Dealing with customer enquiries via the telephone both inbound and outbound, in writing and by email</li> <li>• Assisting the wider Council Tax and Benefit teams with other clerical tasks as required.</li> <li>• Develop and maintain a generic skill set that allows the Isle of Wight Council to employ your skills, abilities and experience across the Council and its formal partnerships as needed.</li> </ul>							
<b>Knowledge, Skills and Experience</b>							
<b>Role Profile requirements.</b>		<b>Job specific examples.</b> (if left blank refer to left hand column)			<b>Essential</b>	<b>Desirable</b>	
Reliable, responsible		<i>Ability to assist with clerical processes and maintenance of individual council tax accounts and changes in circumstance for benefit claims.</i>			<b>E</b>		
Awareness and understanding of the customers' needs		<i>Maintain confidentiality. Develop a basic understanding of Revenues and Benefit processes and procedures</i>				<b>D</b>	
Evidence of practical experience in an appropriate work environment and ability to advise others on relevant issues.		<i>Previous clerical experience</i>				<b>D</b>	
Safe and competent use of relevant equipment/tools.		<i>Knowledge of Northgate and Civica systems</i>				<b>D</b>	
Knowledge of relevant health and safety procedures.		<i>To know your responsibilities under the Council's Health and Safety policies and procedures.</i>			<b>E</b>		
Ability to communicate clearly to establish trust both one to one and with groups.		<i>Ability to respond to customer enquiries by letter, email and telephone using relevant systems with limited supervision</i>			<b>E</b>		
Ability to follow processes, carry out procedures, record and monitor information accurately		<i>Ability to follow procedures and assist with reviews within Revenues and Benefit services</i>			<b>E</b>		
Basic literacy and numeracy					<b>E</b>		
Basic knowledge of ICT systems		<i>Knowledge of Microsoft Office packages including Excel &amp; Word</i>			<b>E</b>		
Able to maintain accurate records as and when required.		<i>Ability to accurately record information received</i>			<b>E</b>		
<b>Qualifications</b>							
GCSE level qualifications or equivalent		Minimum GCSE grade 4-9 (A*-C) English and Maths or equivalent qualification or experience			<b>E</b>		