

## JOB SUMMARY

<b>Post Title</b>	<b><i>Trainee Revenues / Benefits Officer</i></b>						
<b>Job Family</b>	<i>Service Delivery</i>	<b>Pay Range</b>	<i>Grade 5</i>	<b>Line Manager to others?</b>	<b>No</b>	<b>Role profile ref</b>	<i>SD05</i>
<b>Service Area</b>	<i>Revenues &amp; Benefits</i>						
<b>Line Manager</b>	<i>Team leader</i>						
<b>Location</b>	<i>Hybrid working - Westridge Centre - Ryde, County Hall - Newport</i>						

### **Job Purpose**

To participate in processing of billing, collection and recovery of Council Tax debts, Housing Benefit and Local Council Tax Support Claims. Dealing with customer enquiries and correspondence ensuring efficiency and accountability whilst adhering to relevant legislative provisions, council policy and financial regulations.

### **Job Context (key outputs of team / role to provide some specific examples of role profile accountabilities)**

- To 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. To provide a full administrative service within all sections of Revenues and Benefits to ensure the effective processing of information in respect of Council Tax, Housing Benefit and Local Council Tax Support.
- Operate a systematic billing and recovery procedure within Revenues and Benefits ensuring efficiency and accountability, adhering to relevant legislative provisions, council policy and financial regulations.
- Dealing with customer enquiries and correspondence relating to Council Tax, Housing Benefit and Local Council Tax Support, ensuring all information collected is accurately recorded and is processed within set timescales and in accordance with relevant procedures and working practices.
- To maintain an in-depth working knowledge of relevant legislative provisions in relation to Council Tax, Housing Benefit and Local Council Tax Support, applying this knowledge to all procedures and processes to make decisions.
- Identifying and undertaking active recovery of Council Tax Arrears by telephone, writing and email.
- To be fully aware of performance standards and to maintain an up to date knowledge of all relevant regulations and policies applicable to the post.
- Ability to make decisions regarding complex billing, recovery and benefit queries ensuring actions are completed in line with legislation and Council policies and procedures.
- Attending liability hearings at Isle of Wight Magistrates Court and dealing with face to face queries regarding an individual's liability and ability to pay.
- Monitoring payment arrangements ensuring correct recovery action is taken promptly and in accordance with relevant legislation.
- Verifying and processing information relating to Housing Benefit and Local Council Tax Support claims, and changes in circumstances, ensuring that relevant processes and procedures are complied with at all times
- Passing claims for visits where appropriate and identifying and notifying the Investigation section of possible fraudulent benefit claims
- Identifying benefit overpayments, ensuring they are recovered promptly and if relevant from ongoing entitlement. Liaison with other organisations to facilitate effective recovery and monitoring once benefit has ceased.
- Liaison with other Council staff, the Department of Work and Pensions and other stakeholders to ensure the provision of an efficient and effective revenues and benefit service

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<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 undertake most functions within both Revenues and Benefits services without supervision.</i>	<b>E</b>	
Self-motivated with the ability to work to clearly defined targets / deadlines.	<i>Ability to meet deadlines defined by the service and as agreed.</i>  <i>Flexible approach to meet business needs with ability to work as part of a team as well as on your own initiative and to prioritise workloads whilst maintaining high levels of accuracy.</i>	<b>E</b>	
Awareness and understanding of the customer's needs.	<i>Maintain confidentiality.</i> <i>Awareness of Customer care standards and complaints procedure,</i> <i>Human Rights, Freedom of Information and Data Protection requirements.</i>	<b>E</b>	
Evidence of practical experience in an appropriate work environment and ability to advise others on relevant issues.	<i>Ability to deal with customers via inbound/outbound telephone calls in writing and by email and to make decisions regarding complex billing and recovery queries without supervision, including: change of addresses, refund applications payment arrangements, recovery procedures, applications for Council Tax reductions including Local Council Tax Support, disregards discounts and exemptions. Ensuring processes are completed in line with legislation and council policy.</i>  <i>Ability to prepare relevant paperwork for appeal tribunals and liability order hearings with supervision.</i>  <i>Dealing with customer enquiries and correspondence relating to Housing Benefit and Local Council Tax Support and Housing Benefit Overpayments. Ensuring compliance with procedures and working practices including new claims, changes in circumstances, identifying benefit overpayments and liaison with other organisations to facilitate effective recovery</i>	<b>E</b>          <b>E</b>	
Safe and competent use of relevant equipment / tools.		<b>E</b>	
Knowledge of relevant health and safety procedures.		<b>E</b>	
Ability to communicate clearly with sensitivity and empathy to build trust both one to one and with groups.	<i>Ability to interpret and apply complex Council Tax, Housing Benefit and local</i>	<b>E</b>	

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	<p><i>Council Tax Support legislation explaining information with clarity and patience.</i></p> <p><i>Ability to confidently deal with debtors who can be difficult and aggressive and remaining professional and calm</i></p>	<b>E</b>	
Ability to follow routines, carry out set plans, record and monitor information accurately.	<i>Ability to confidently process queries to meet specific deadlines both for recovery, billing procedures and in the processing of benefit/local council tax support claims.</i>	<b>E</b>	
Basic literacy and numeracy.	<i>Ability to confidently interpret financial information in relation to Council Tax, Housing Benefit and local Council Tax Support with the ability to communicate complex calculations clearly.</i>	<b>E</b>	
Practical knowledge of ICT systems.	<i>Able to demonstrate use of Word and Excel.</i>	<b>E</b>	
Able to maintain accurate records as and when required.	<i>Good working knowledge of Northgate, Civica and associated procedures and policies within Revenues and Benefits Services ensuring input of data and progression of cases are accurate.</i>	<b>E</b>	
<b>Qualifications</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>
Minimum of 4 GCSE passes Grade A-C, including Mathematics and English or equivalent.		<b>E</b>	
Job specific Qualifications	<p>Level 4 Revenues and Benefits NVQ or Level 3 Business Administration NVQ</p> <p>Level 3 IRRV Diploma (if not undertaken Level 4 Revenues and Benefits NVQ).</p>	E  E	
<b>Other Requirements</b>			
<b>Organisation Structure (optional)</b>			