

JOB SUMMARY

Post Title	<i>Trainee Visiting Officer</i>						
Job Family	<i>Service Delivery</i>	Pay Range	<i>Grade 3</i>	Line Manager to others?	No	Role profile ref	
Service Area	<i>Revenues & Benefits</i>						
Line Manager	<i>Debbie Vallas</i>						
Location	<i>Westridge Centre, Ryde</i>						

Job Purpose
To provide administration support and undertake operational tasks and activities in relation to Council Tax, Housing Benefit and Local Council Tax Support.

To undertake property inspections and identification and monitoring of new builds properties for both council tax and business rates as well as alterations to buildings and usage. Assisting residents in providing advice in receiving relevant reliefs and discounts and general enquiries.

- Job Context (key outputs of team / role to provide some specific examples of role profile accountabilities)**
- Assisting with clerical processes, working from reports and updating records accurately.
 - Assisting with periodic and annual reviews for Business Rates and Council Tax (Revenues) discounts, disregards, exemptions.
 - Checking payment information relating to cases where arrangements and recovery action is in progress, liaising with collection agencies.
 - Amending customer's accounts to reflect changes in circumstance, discounts and exemptions
 - Dealing with customer enquiries via the telephone both inbound and outbound, in writing and by email
 - Assisting the wider Business Rates and Council Tax with other clerical tasks as required.
 - 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.

Knowledge, Skills and Experience			
Role Profile requirements.	Job specific examples. (if left blank refer to left hand column)	Essential	Desirable
Reliable, responsible	<i>Ability to assist with clerical processes and maintenance of individual Business Rates council tax accounts.</i>	E	
Awareness and understanding of the customers' needs	<i>Maintain confidentiality. Develop a basic understanding of Revenues processes and procedures</i>		D
Evidence of practical experience in an appropriate work environment	<i>Previous clerical experience</i>		D
Safe and competent use of relevant equipment/tools.	<i>Knowledge of Northgate and Civica systems</i>	E	
Knowledge of relevant health and safety procedures.	<i>To know your responsibilities under the Council's Health and Safety policies and procedures.</i>	E	
Ability to communicate clearly	<i>Ability to respond to customer enquiries by letter, email and telephone using relevant systems with supervision</i>	E	
Ability to follow processes, carry out procedures, record and monitor information accurately	<i>Ability to follow procedures and assist with reviews within Business Rates and Revenues services</i>	E	
Basic literacy and numeracy		E	
Basis knowledge of ICT systems	<i>Knowledge of Microsoft Office packages including Excel & Word</i>	E	
Able to maintain accurate records as and when required.	<i>Ability to scan and index and record information received</i>	E	

JOB SUMMARY

Qualifications			
Role Profile requirements.	Job specific examples. (if left blank refer to left hand column)	Essential	Desirable
Minimum of 4 GCSE passes Grade 4-9 / A-C, including Mathematics and English or equivalent.		E	
Other Requirements			
<i>Requirement to undertake the Level 4 Revenues and Benefits Apprenticeship NVQ or Level 3 Business Administration NVQ</i>			
<i>Requirement to undertake the basic Revenues and Benefits A – Z course.</i>			
Organisation Structure (optional)			