

JOB SUMMARY

Post Title	<i>Trainee Revenues / Benefits Officer</i>						
Job Family	<i>Service Delivery</i>	Pay Range	<i>03</i>	Line Manager to others?	No	Role profile ref	<i>SD03</i>
Service Area	<i>Revenues & Benefits</i>						
Line Manager	<i>Team Leader</i>						
Location	<i>Hybrid working - Westridge</i>						

Job Purpose

To provide administration support and undertake operational tasks and activities in relation to Council Tax, Non-Domestic Rates, Housing Benefit and Local Council Tax Support.

Job Context

- Assisting with clerical processes, working from reports and updating records accurately.
- Assisting with periodic and annual reviews for Council Tax discounts, disregards, exemptions, Non-Domestic Rates reliefs and Housing Benefit and Local Council Tax Support claims.
- 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 Revenues and Benefit teams 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.
- The role operates within a performance-managed environment where outputs, quality and telephone activity are monitored against agreed performance standards. Following training, employees will be expected to achieve performance standards and contribute to team targets.

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 council tax and NNDR accounts and changes in circumstance for benefit claims.</i>	E	
Awareness and understanding of the customers' needs.	<i>Maintain confidentiality. Develop a basic understanding of Revenues and Benefit processes and procedures</i>	E	
Evidence of practical experience in an appropriate work environment and ability to advise others on relevant issues.	<i>Previous clerical experience</i>		D
Safe and competent use of relevant equipment / tools.	<i>Knowledge of Northgate and Civica systems</i>		D
Knowledge of relevant health and safety procedures.			D
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 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 Revenues and Benefit services</i>	E	
	<i>Ability to work effectively within a performance-managed environment and achieve agreed productivity and quality targets.</i>	E	
Basic literacy and numeracy.		E	

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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	
Qualifications			
Role Profile requirements.	Job specific examples. (if left blank refer to left hand column)	Essential	Desirable
May require relevant certifications including evidence of fluency in English language.		E	
GCSE level qualifications or equivalent	<i>Minimum of 4 GCSE passes at A-C or 9-4, including English and Mathematics (or equivalent).</i>	E	
Other Requirements			
<i>Requirement to undertake the Level 4 Revenues and Benefits Apprenticeship</i>			
<i>Requirement to undertake the basic Revenues and Benefits A – Z course.</i>			
Organisation Structure (optional)			