

JOB SUMMARY

Post Title	<i>Trainee Revenues / Benefits Officer</i>						
Job Family	<i>Service Delivery</i>	Pay Range	<i>04</i>	Line Manager to others?	No	Role profile ref	<i>SD04</i>
Service Area	<i>Revenues & Benefits</i>						
Line Manager	<i>Team leader</i>						
Location	<i>Hybrid working - Westridge Centre - Ryde</i>						

Job Purpose

To participate in processing of billing, collection and recovery of Council Tax, Non-domestic rates, 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

- 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, Non-domestic rates, 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.
- Verifying information relating to Housing Benefit and Local Council Tax Support claims ensuring that relevant processes and procedures are complied with at all times
- Dealing with customer enquiries and correspondence relating to Council Tax, Non-domestic rates, 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.
- Maintain good working knowledge of relevant legislative provisions in relation to Council Tax, Non-domestic rates, Housing Benefit and Local Council Tax Support, applying this knowledge to billing procedures and processes in all dealings with customers.
- Completing periodic and annual reviews within set timescales for Council Tax discounts, disregards, exemptions, non-domestic rates reliefs and Housing Benefit and Local Council Tax Support claims; maintaining accurate records to ensure reductions are awarded in line with legislation and council policy
- Monitoring payment arrangements ensuring correct recovery action is taken promptly and in accordance with relevant legislation.
- Liaison with other Council staff, the Department of Work and Pensions and other stakeholders generally to ensure the provision of an efficient and effective revenues and benefit service.
- The role operates within a performance-managed environment where outputs, quality and telephone activity are monitored against agreed performance standards. Employees will be expected to achieve required performance standards and maintain agreed levels of productivity, accuracy and customer service.

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 undertake basic functions within both Revenues and Benefits services. Undertaking annual and periodic reviews, able to manage their own workload and to make decisions regarding an entitlement to a reduction or discount.</i>	E	
Awareness and understanding of the customer's needs.	<i>Maintain confidentiality. Knowledge of customer care standards and complaints procedure, Human rights, Freedom of Information and GDPR requirements.</i>	E	

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Evidence of practical experience in an appropriate work environment and ability to advise others on relevant issues.	<i>Experience of dealing with customers in writing and via the telephone both inbound and outbound. Good knowledge of Council Tax, NNDR, Housing Benefit and Local Council Tax Support legislation and office procedures.</i>	E	
Safe and competent use of relevant equipment / tools.	<i>Knowledge of Northgate and Civica systems</i>	E	
Knowledge of relevant health and safety procedures.			D
Ability to communicate clearly to build trust both one to one and with groups.	<i>Ability to deal with queries and disputes regarding entitlement to benefit, discounts or reductions. Accurate collection and recording of information.</i>	E	
Ability to follow processes, carry out and review procedures, record and monitor information accurately.	<i>Ability to interpret and apply Council Tax and Benefit legislation dealing with customers in writing and by telephone.</i> <i>Ability to work effectively within a performance-managed environment and achieve agreed productivity and quality targets.</i>	E E	
Basic literacy and numeracy	<i>Ability to interpret financial information in relation to Council Tax, NNDR, Housing Benefit and Local Council Tax Support</i>	E	
Practical knowledge of ICT systems.	<i>Ability to use Microsoft applications, including Word, Excel, Outlook and Teams.</i>	E	
Able to maintain accurate records as and when required	<i>Good working knowledge of systems and associated processes and policies within Revenues and Benefits.</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	<i>Level 4 Revenues and Benefits Apprenticeship</i>	E	
GCSE level qualifications or equivalent experience	<i>Minimum of 4 GCSE passes at A-C or 9-4, including English and Mathematics (or equivalent).</i>	E	
Other Requirements			
<i>Completion of training in specific complex cases in benefits for students, self-employed and persons from abroad cases.</i> <i>Completion of Level the Level 4 Revenues and Benefits apprenticeship.</i> <i>Completion of training in council tax discounts, exemptions and rate reliefs and reductions for non-domestic rates.</i> <i>Completion of training in the recovery processes and procedures up to liability order stage.</i> <i>Completion of training in hardship payment cases for Discretionary Housing Payments, Exceptional Hardship Payments and Council Tax Discretionary Relief.</i> <i>Online courses on Communication skills and customer service, and effective time management, as instructed by line manager.</i> <i>Complete the Business rates training course A – Z</i> <i>Completion of the above training and to have good knowledge and understanding of the above in Revenues and Benefits.</i>			
Organisation Structure (optional)			