

JOB SUMMARY

Post Title	<i>Revenues / Benefits Officer</i>						
Job Family	<i>Service Delivery</i>	Pay Range	<i>06</i>	Line Manager to others?	No	Role profile ref	<i>SD06</i>
Service Area	<i>Revenues & Benefits</i>						
Line Manager	<i>Team Leader</i>						
Location	<i>Hybrid working - Westridge Centre - Ryde</i>						

Job Purpose

To assist with processing Housing Benefit and Council Tax Support claims, and with the billing, collection and recovery of council tax and non-domestic rates. To handle customer enquiries and correspondence efficiently, in line with legislation, policies and financial regulations.

Job Context

- To 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 Revenues, 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 Revenues, 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.
- Making decisions in line with Revenues and Benefits legislation regarding a person's liability and any discounts or reductions are awarded correctly and ensure records are updated and maintained accurately.
- To maintain an in-depth working knowledge of relevant legislative provisions in relation to Revenue's, Housing Benefit and Local Council Tax Support, applying this knowledge to all procedures and processes when making decisions.
- Identifying and undertaking active recovery of council tax and non-domestic rates 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 revenues and benefit queries ensuring actions are completed in line with legislation and Council policy
- Monitoring payment arrangements ensuring correct recovery action is taken promptly and in accordance with relevant legislation.
- Attending liability order hearings at Isle of Wight Magistrates Court and confidently dealing with face-to-face queries regarding an individual's liability and ability to pay.
- 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 overpayments are correctly recovered 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 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 consistently meet performance expectations, maintain high levels of productivity and accuracy, and contribute to the continuous improvement of service delivery and team performance.

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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 all functions with a high level of competency within both Revenues and Benefits services without supervision.</i>	E	
Self-motivated with the ability to work to clearly defined targets / deadlines.	<i>Ability to meet deadlines defined by the service and as agreed with individual customers.</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>	E	
Awareness and understanding of the customer's needs.	<i>Maintain confidentiality.</i> <i>Awareness of Customer care standards and complaints procedure, Human Rights, Freedom of Information and Data Protection requirements.</i>	E	
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 Revenues queries without supervision, including: change of addresses, refund applications payment arrangements, recovery procedures, applications for discounts, disregards and exemptions. Ensuring processes are completed in line with legislation and council policy.</i>	E	
	<i>Ability to prepare relevant paperwork for appeal tribunals and liability order hearings without supervision</i>	E	
	<i>Dealing with complex customer enquiries and correspondence relating to Housing Benefit, 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>	E	
	<i>Ability to determine and process complex cases without supervision.</i>	E	
	<i>Ability to work effectively within a performance-managed environment and achieve agreed productivity and quality targets.</i>	E	
Safe and competent use of relevant equipment / tools.	<i>Demonstrates excellent knowledge and proficient use of Northgate and Civica systems.</i>	E	
Knowledge of relevant health and safety procedures.			D

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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 Revenues, Housing Benefit and Local Council Tax Support legislation explaining information with clarity and patience.</i>	E	
	<i>Ability to deal confidently and professionally with challenging or confrontational customers, remaining calm under pressure.</i>	E	
Ability to explain technical / legislative information with clarity and patience.		E	
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 and non-domestic rates procedures</i>	E	
Literate and numerate.	<i>Ability to confidently interpret financial information in relation revenues, Housing Benefit and local Council Tax Support with the ability to communicate complex calculations clearly.</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>In depth 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>	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	
European Computer Driving Licence or equivalent			D
Other Requirements			
<i>Member of staff must hold a full range of skills and knowledge to confidently deal with and process all aspects of Revenues, Housing Benefit and Local Council Tax Support.</i>			
Organisation Structure (optional)			