JOB SUMMARY

Post Title	***Revenues and Benefits Apprentice***						
Job Family	*Service Delivery*	**Pay Range**	*National Minimum/Living Wage for age*	**Line Manager to others?**	**No**	**Role profile ref**	*SD03*
Service Area	*Business Centre*						
Line Manager	*Team Leader*						
Location	*Hybrid - Westridge*						

Job Purpose

- To provide clerical support in relation to Revenues, Housing Benefit, Local Council Tax Support, Blue Badges and the Crisis Resilient Fund.
- To support the teams in the day to day running and operation.

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

- General Clerical duties assisting the Revenues, Benefits, Blue Badge and Crisis Resilient teams with clerical tasks as required.
- Verifying & collecting information on benefit claims, crisis resilient applications, blue badge applications and council tax accounts, correspondence and reviews and accurately recording the data onto the computer systems
- Assisting with periodic and annual reviews for Council Tax discounts, disregards, exemptions, Blue Badge applications and Housing Benefit and Local Council Tax Support claims.
- Amending customer's accounts to reflect changes in circumstance, discounts and exemptions.
- Dealing with customer enquiries via outbound telephone calls, in writing and by email.
- Working in accordance with the Councils performance management framework and recording information relating to performance measures and statistics.
- To undertake training as required including relevant training courses identified by the Council and anything required by the apprenticeship training provider.
- Undertake any other general clerical duties as appropriate and as requested by the line manager.
- 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.	Good time management Good Team working and interaction with other Council Departments Ability to work on initiative Ability to work under pressure	***E***	
Awareness and understanding of the customer's needs.	A good understanding of Customer Care Standards and Data Protection requirements. Operate in a highly confidential and professional manner at all times	***E***	
Evidence of practical experience in an appropriate work environment and ability to advise others on relevant issues.	Basic knowledge and understanding of Housing Benefit, Council Tax, Local Council Tax Support, the Crisis Resilient Fund and Blue Badges	***E***	
Safe and competent use of relevant equipment / tools.	Knowledge of Northgate and Civica Systems		***D***
Knowledge of relevant health and safety procedures.			***D***
Ability to communicate clearly to establish trust both one to one and with groups.	Good communication skills with the ability to communicate effectively at all levels with staff and public	***E***	
Ability to follow processes, carry out procedures, record and monitor information accurately.	Able to manage priorities, work accurately and to deadlines Flexible and adaptable, self-motivated with a positive 'can do' attitude	***E***	

Basic literacy and numeracy.		***E***	
Basic knowledge of ICT systems.	Knowledge of Microsoft Office packages including Excel, Word & Teams	***E***	
Able to maintain accurate records as and when required.	Ability to accurately record information received	***E***	
Qualifications			
Role Profile requirements.	**Job specific examples.** (if left blank refer to left hand column)	**Essential**	**Desirable**
GCSE level qualifications or equivalent	Minimum GCSE grade 4-9 or A*-C English and Maths or equivalent qualification or experience, and to be prepared to undertake the Business Administration Level 3 Apprenticeship	***E***	
May require relevant certifications including evidence of fluency in English language.		***E***	
Other Requirements			
Organisation Structure (optional)			