

ROLE PROFILE

Role Title: Revenues & Benefits Apprentice

Service Group: Revenues & Benefits

Accountable to: Revenues & Benefits Operations Manager

Grade: Apprenticeship Scale

Date: April 2019

Purpose of job (outline what, to whom and why)

1. An apprenticeship that allows the post holder ,through a programme of training and learning, to acquire the knowledge, skills and experience necessary to fully perform the role of a Revenues and Benefits Officer
2. To support the Revenues & Benefits Service in ensuring that it meets its purpose to pay the right benefit to the right person at the right time; and to administer Council Tax and Business Rates accounts.

Key Objectives (list what outcomes are essential)

1.	To check, verify and process all types of claims for Housing Benefit and Council Tax Reduction, ensuring the correct calculation and payment of benefit. To minimise overpayments through efficient and accurate processing
2.	Make enquiries with internal and external customers to establish liability for Council Tax and Business Rates accounts
3.	To update the Revenues and Benefits systems so that records are accurate and up to date
4.	To communicate with internal and external customers both in person, in writing via letter or email and by telephone.
5.	To undertake and complete the relevant Level 2 or Level 3 Apprenticeship Standard
6.	To undertake required corporate and departmental learning and development
7.	To ensure compliance with all Council policies
8.	To provide administrative support across the Service
9.	To contribute to a number of projects from start to finish
10.	Develop an understanding and awareness of relevant legislation, including Revenues & Benefits legislation, Data Protection and Equality & Diversity.

Scope (outline the size or scope of the role, direct or indirect responsibility for people, finances, resources and any special aspects of the role)

The Revenues & Benefits Service is responsible for the collection of Council Tax and Business Rates in the region of £290m the majority of which provides the money available to the Council to deliver services to the community.

It is also responsible for the assessment of claims for Housing Benefit, Council Tax Reduction and Local Welfare Assistance. This includes Discretionary Housing Payments and Discretionary Council Tax Reduction.

Payments of Housing Benefit are made in respect of customers living in properties owned by both public and private landlords. Local Authorities pay Housing Benefit on behalf of the Department for Work and Pensions (DWP) and Council Tax Reduction which is a local scheme for those in need of financial support. The payment of Discretionary Housing payments is funded by DWP through a yearly grant and Discretionary Council Tax Reduction is supported through the Council's collection fund. Local Welfare Assistance is also financed through the Council.

Local Authorities reclaim the Housing Benefit that they have paid from the DWP and the Benefit Service is responsible for ensuring that it is claimed correctly.

This role supports the Service to ensure it meets its purpose to pay the right benefit to the right person at the right time; and to administer Council Tax and Business Rates accounts.

There is no budget responsibility and no direct reports.

Work Profile (outline the main areas of responsibility and accountability and competencies)

The role holder will perform their duties under the direction of a Revenues & Benefits Team Leader.

The role holder correctly identifies customers' requirements to ensure the customers' demand is resolved at the earliest point of contact.

They take appropriate and timely action to ensure that applications for Housing Benefit, Council Tax Reduction and Local Welfare Assistance are processed and paid promptly and correctly in accordance with legislation and procedures. This includes:

- Taking claims for these financial awards and checking information for validity;
- Obtaining the correct information and documentation;
- Inputting the information onto the computer system and maintaining these records;

- Keeping customers informed about the decisions that are made in line with legislation.

The role holder collects information from customers regarding their Council Tax and Business Rates accounts and uses this information to update the system to ensure it is accurate and up to date.

The post requires regular contact with customers by post, telephone or face to face to ensure queries are dealt with at the first point of contact with the aim of ensuring customers only need to contact the Service once. They must deal with customers and other stakeholders courteously and empathetically, within the data protection requirements and in line with the Council's Customer Services Strategy. Where necessary, they provide advice and sign post customers to other agencies for advice, welfare assistance and support based on their individual circumstances.

The role demands strict adherence to the Data Protection Act to ensure all information held conforms to the act. Occasionally, confidential information is provided, and the role requires this to be dealt with in a sensitive manner.

The role holder will undertake and complete the relevant Level 2 or Level 3 Apprenticeship Standard and any required corporate and departmental learning and development

From time to time, the role holder will be required to be involved in other projects and tasks.

PERSON SPECIFICATION

In this section the **Skills, Knowledge, Qualification and Competency requirements to perform the role to a satisfactory standard are set out. The extent, nature and level of the role holder's knowledge and skills should be specified**

Awareness some knowledge or skills sufficient to show aptitude and the ability to learn in the particular work area

Significant knowledge and skills gained through practice and/or qualification sufficient to fulfill the role requirements

Extensive knowledge and skills gained through practice and/ or qualification to fulfill the role requirements and contribute to training others and developing policy and practice in the work area

PERSON SPECIFICATION	Examples specific to role	Required		Level			Method of Assessment application form, interview, testing, reference
		Essential	Desirable	Awareness	Significant	Extensive	
SKILLS AND KNOWLEDGE	GCSE English & Maths Grade A – C or equivalent	X					Application
Technical knowledge and qualifications	Confident ICT skills	X			X		Application, Testing
	Commitment to personal development and the ability to undertake further learning and training as part of the role, to a nationally recognised standard.	X			X		Application & Interview
	Understanding of general administration duties	X		X			Application, Interview, Testing
	Good communication and listening skills	X			X		Application, Interview, Testing
	Planning and organising work	Ability to support and organise own workload in an efficient manner	X		X		
Planning capacity and resources	Manage own workload and training requirements, whilst meeting deadlines for the qualifications being worked towards	X					Application & Interview
Influencing and interpersonal skills	Willing to communicate with a wide range of people	X		X			Application & Interview

	Experience in the community, demonstrating good interpersonal skills		X	X			Application & Interview
PROBLEM-SOLVING Using initiative to overcome problems	Ability to learn the administration processes to decide which task should be actioned first	X		X			Application & Interview
Managing risk	Awareness of need for confidentiality	X		X			
Managing change	Ability to understand the need to develop, seek continuous improvement and respond positively to changes	X		X			Application & Interview
ACCOUNTABILITY and RESPONSIBILITY Undertakes tasks without supervision	Experience of using initiative		X	X			Application, Interview
	Respectful of the sensitivity of service data and able to operate with integrity	X		X			Application & Interview
	Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs	X		X			Application & Interview
Managing people	N/A						
Managing financial resources	N/A						