

Job Profile



Job Title	Benefits & Revenues Officer
Team	Revenues & Benefits
Reports to	Team Leader
Politically restricted Y/N	N
DBS check Y/N	Y
Date	September 2022

Job purpose

To ensure the timely and accurate assessment of claims and entitlements to Housing Benefit and Council Tax Support and the billing and recovery of Council Tax administered by the Council.

Torrige's Core Values

Working with people

Works effectively with people inside and outside of Torrige Council to deliver and develop our service. Builds respectful, positive, and productive relationships with all.

Delivering excellent customer service

Puts the needs of our customers first, be they internal or external. Does their utmost to deliver a high-quality service.

Adapting and responding to change

Able to adapt to changes and face future challenges with positivity and open-mindedness. Embraces innovative ideas that improve our service.

Displaying and promoting professional integrity

Works honestly, transparently, and responsibly at all times. Holds themselves to high ethical standards, such as by committing to implement anti-discriminatory and equal opportunities policies.

Main duties and responsibilities

- Maintain a working knowledge of the Housing Benefit Regulations, the Council Tax Support Scheme, Taxation Regulations and associated policies and procedures. The post holder must have/ or work towards having a skilled experience and knowledge of the advanced elements of one of the disciplines and knowledge in the other discipline.
- Maintain timely and accurate records in relation to new and review claims for benefit/support.
- Maintain timely and accurate records in relation to all changes affecting entitlement to, and payment of benefit/support.
- Maintain timely and accurate council tax records in relation to all chargeable and exempt dwellings in the District, together with the liable person(s) and their indebtedness.
- Maintain timely and accurate records in relation to information supplied from whatever source connected with ensuring the correct entitlement to benefit/support, and the accurate charging, collection and recovery of tax.
- Have a skilled application of knowledge of the operation of computer systems for both disciplines.
- Ensure correct notifications, billing and recovery documents are forwarded to the customer in accordance with the regulations and the Council's policies.
- Obtain, correctly interpret and record accurate information, which other officers rely on.
- Establish and process all methods of recovery of Housing Benefit and Council Tax overpayments and make arrangements to repay debts where appropriate.
- Undertake all benefit/support administration in accordance with the Regulations, Schemes and Council's policies and procedures.
- Apply skill and judgement when decisions require a level of interpretation of the Regulations/Scheme and/or the customer's circumstances are not obvious.
- Demonstrate a proven capacity to work within the timescales set out in the law, government targets, and internal targets meeting the high accuracy standards required.
- Represent the Council at a Tribunal Hearing, or the Magistrate Court as a witness, or to provide advice where appropriate.
- Have a proven ability to work under pressure.

Dealing with customers' enquiries and information

- Respond to enquiries from customers, whether by telephone, face-to-face, electronically or in writing, in accordance with Government regulations, guidance and the Council's Schemes on matters relating to new claims, review claims and any change of circumstances, for housing benefit, council tax support and the charging, payments and non-payment of tax.

- Respond appropriately and proficiently to customers' enquiries by the skilful application of knowledge and experience of the tax and benefits/support systems, and in respect of all types of customer enquiry.
- Explain complex matters in terms the recipient will be able to understand and to employ tact, diplomacy or a persuasive approach, as necessary. This applies to all types of communication.

Liaising with others

- Work closely with external agencies (predominantly the Job Centre Plus, The Pension Service, HM Revenue & Customs, Citizens Advice and the Valuation Office Agency) in the exchange of information vital to the correct assessment of benefits, support and the local taxes.
- Liaise effectively with colleagues in the office and elsewhere in the Council to exchange information on matters associated with timely and accurate tax and benefit/support administration and also other council business provided that it falls within the constraints of Data Protection.

Supporting tasks and other duties

- Check all claims for anti-fraud procedures and refer to the relevant fraud section where appropriate.
- Ensure reconsiderations, appeals and complaints are passed to the relevant officers for appropriate action, within appropriate time scales.

Other duties:

In order to deliver services effectively, a degree of flexibility is needed and the post holder may be required to perform work not specifically referred to above. Such duties, however, should not normally exceed those expected of an employee at that grade.

Health & Safety

The Council has a Health and Safety Policy, which outlines its responsibilities as an employer, and the responsibilities of its employees in respect of health and safety. All employees need to be aware of this policy and comply with its content.

Risk Management

All employees need to have an awareness of risk management and are responsible for ensuring that they manage risk effectively in their job and report hazards and risk to their Manager.

Data Protection

It is the responsibility of the postholder to ensure that the section's requirements for compliance with the Data Protection legislation are met.

Single Equality Scheme

The Council has a Single Equality Scheme which gives clear guidance on the responsibilities of both the employee and the employer. All employees must be familiar with and comply with all aspects of the Scheme.

Safeguarding Children & Adults at Risk

The Council has a Safeguarding Policy, which outlines its responsibilities and the responsibilities of its employees. All employees need to be aware of this Policy and comply with the contents.

Skills	Method of Assessment
Essential	
Good organisational skills	A & I
Flexible approach to the role	A & I
Excellent verbal and written communication skills	A, I & AB
Numerate and able to interpret statistical data	A, I, AB
Ability to prioritise and manage own workload	A & I
Ability to work as part of a team	A, I, PA
Ability to manage change	A, I, PA
Ability to meet tight deadlines	A & I
Technical ability and understanding	A & I
Ability to absorb and interpret complex legislation	A & I
Other job-related requirements	
Essential	
Ability to carry out the duties of the post with reasonable adjustments where necessary.	I
<u>Safeguarding Children and Vulnerable Adults</u>	
All employees are required to be aware of and comply with the Council's safeguarding responsibilities.	A & I
<u>Anti-discrimination</u>	
Commitment to implement anti discriminatory and equal opportunities policies	I
Ability to travel according to the needs of the job with reasonable adjustments, if required, according to the Equality Act.	A & I