

DARLINGTON BOROUGH COUNCIL
ECONOMIC GROWTH AND NEIGHBOURHOOD SERVICES

JOB DESCRIPTION

<u>POST TITLE :</u>	Revenues & Benefits Officer
<u>PAY BAND :</u>	Band 6
<u>JOB EVALUATION NO.</u>	C3174
<u>REPORTING RELATIONSHIP</u>	The postholder reports to a Revenues and Benefits Team Leader
<u>JOB PURPOSE :</u>	To provide high quality advice and assistance to Revenues and Benefits customers. To decide liabilities and recovery actions for Council Tax and Non-Domestic Rates, as well as deciding claims for benefits, discounts and exemptions within performance standards.
<u>POST NO.</u>	POS000762
<u>PDR COMPETENCY FRAMEWORK</u>	Level 1, Expected Competencies for all employees

MAIN DUTIES/RESPONSIBILITIES

1. To provide a prompt and high quality advice service to potential and current Revenues and Benefits customers at the counter, by telephone, by e-mail and through correspondence.
2. To personally deal with and aim to resolve all enquiries received at the first point of customer contact.
3. To provide support for staff dealing with customer enquiries where required or requested to do so.
4. To undertake a range of duties in relation to maximising collection and establishing liability for Council Tax and Non-domestic Rates, including:
 - (a) Deciding new and amended liabilities, write-offs and refunds
 - (b) Processing valuation amendments
 - (c) Assisting with domestic and commercial property inspections and reviews
 - (d) Assisting with billing processes
 - (e) Making payment arrangements and promoting payment by direct debit
5. To undertake a range of duties in relation to the recovery and enforcement of outstanding Council Tax, Non-Domestic Rates and benefit overpayments, including:
 - (a) Deciding the most appropriate and effective method of collecting outstanding debts
 - (b) Deciding the most appropriate and effective enforcement action to collect unpaid debt
 - (c) Assisting with the monitoring of external collection agencies
 - (d) Assisting with the reconciliation of financial controls, refunds and write-offs

6. To undertake a range of duties in relation to the processing of benefits, discounts and exemption applications, including:
 - (a) Deciding new claims for benefits, discounts and exemptions
 - (b) Deciding changes of circumstances for benefits, discounts and exemptions
 - (c) Deciding requests for revision
 - (d) Deciding Discretionary Housing Payment claims
 - (e) Dealing with other correspondence and enquiries
7. Where additional information from the customer is required, to contact the customer by telephone, advise them what information is required and encourage them to bring the information in as soon as possible. In all cases, to first seek to obtain the outstanding information from third parties, such as the landlord, recovery agencies or from the Customer Information System (CIS), where possible and where the law allows this.
8. To liaise with internal and external partners such as Housing, Customer Services, Department for Work and Pensions, Valuation Office Agency, enforcement agents, Registered Providers, private landlords, Citizens Advice Bureau and other statutory and voluntary organisations, in pursuit of recovery actions, claims and enquiries.
9. To identify and assess a customer's potential entitlement to other welfare benefits and tax credits. To calculate manual entitlement to benefits, discounts and exemptions, where required or requested to do so.
10. To assist in the training of new and existing employees.
11. To refer cases where suspicion of fraud, irregularity or abuse has been identified.
12. Ensure that you work in line with all the Council's policies and procedures and ensure that you are aware of your obligations under these.
13. Behave according to the Employees' Code of Conduct and ensure that you are aware of your obligations and responsibilities re: conflicts of interest, gifts, hospitality and other matters covered by the Code.
14. Carry out your role in line with the Council's Equality agenda.
15. To comply with health and safety policies, organisational statements and procedures, report any incidents / accidents/ hazards and take a pro-active approach to health and safety matters in order to protect yourself and others.
16. Any other duties of a similar nature related to this post that may be required from time-to-time.
17. Darlington Borough Council and schools within the Borough are committed to safeguarding and promoting the welfare of children and expects all staff and volunteers to share this commitment.
18. This post is deemed to be a 'Customer Facing' role in line with the definition of the Code of Practice on the English language requirement for public sector workers.
19. This post is subject to a basic disclosure. The successful applicant will be subject to the relevant vetting checks before an offer of appointment is confirmed. Following appointment the employee will be subject to rechecking as required from time to time by the Council.

Date: March 2019

DARLINGTON BOROUGH COUNCIL

PERSON SPECIFICATION

ECONOMIC GROWTH AND NEIGHBOURHOOD SERVICES

REVENUES & BENEFITS OFFICER

POST NO. POS000762

All appointments are subject to satisfactory references.

Criteria No.	Attribute	Essential (E)	Desirable (D)
	Qualifications & Education		
1	IRRV technician, or NVQ level 3 or equivalent in Benefits Administration, Business Administration or a related field		D
	Experience & Knowledge		
2	Approximately one year's recent experience of working in Housing Benefits and/or Local Taxation services	E	
3	Approximately one year's experience of interpreting policies and procedures	E	
4	Approximately one year's experience of working with members of the public in a high volume environment dealing with sometimes angry and aggressive callers	E	
5	Understanding of data protection principles	E	
6	Experience of working in a financial environment involving the billing and collection of taxes and/or debts		D
7	Experience of using Northgate iWorld and Anite Images@Work		D
8	Working knowledge of other welfare benefits		D
	Skills		
9	Ability to communicate both orally and in writing to a wide range of audiences	E	
10	Ability to demonstrate an attention to detail and maintain accurate records	E	
11	Ability to work effectively as part of a team	E	
12	Ability to organise and prioritise own work with minimum supervision	E	
13	Ability to undertake basic mathematical calculations in a financial setting	E	
14	IT literate capable of using MS Word/Excel, office packages and Data Management Systems	E	
	Personal Attributes		
15	Ability to work to tight deadlines within a culture of target setting and performance monitoring	E	
16	Ability to demonstrate a commitment to customer care	E	
	Special Requirements		
17	The ability to communicate at ease with customers and advice in accurate spoken English	E	