

Job description and employee specification template

Job title:	Revenues and Benefits Trainee	Location:	Coleford
Reports to:	Benefits Manager	Working hours:	37 per week
Job number:	TBC	Salary range:	£17,363 to £21,000
Supervises:	Not applicable		
Purpose:	To provide an efficient customer focused service to help maintain and amend benefit claims and council tax accounts within the Cotswold District, West Oxfordshire District and The Forest of Dean District Councils. You will be working closely with external agencies such as the Department of Work and Pensions and other internal Council Teams.		
Key responsibilities:	<p>This job description sets out the key outcomes required. It does not specify in detail the activities required to achieve these outcomes.</p> <p>General Accountabilities</p> <ul style="list-style-type: none"> ▪ The day to day support and administration of Housing Benefit and Council Tax Reduction, Council Tax and NNDR within the Revenues and Benefits Team ▪ To maintain accurate and up to date Council Tax and Benefits records, and to ensure that any changes or amendments, refunds and accounts are issued promptly and efficiently ▪ To assist in the production & distribution of notifications and bills ▪ To scan and index all incoming post ▪ To monitor action taken on council tax accounts and benefit claims and ensure that action is taken to obtain the necessary information to keep the account up to date ▪ To assist in the provision of up-to-date and accurate advice to customers and colleagues on relevant legislation and procedures and to maintain an appropriate knowledge of relevant legislation, including keeping up-to-date with all DWP circulars, CLG information letters and the use of the application system, including the understanding and processing of reports. ▪ Deal with enquiries from the public, colleagues and external organisations by telephone, letter, email and face to face interview by providing relevant information and advice. ▪ Undertake clerical and administrative tasks related to the processing of benefit claims / council tax / business rates accounts. ▪ Organise your individual workload to ensure claims / changes / amendments are processed effectively and efficiently within statutory time limits. ▪ To attend staff meetings and events as required. ▪ To undertake other duties which may arise or may be delegated from time to time, which are broadly consistent with the general functions and grading of this post ▪ To liaise with other sections within the Council and outside agencies as 		

	<p>appropriate to ensure the effective day to day operation of taxation and benefits work.</p> <ul style="list-style-type: none"> ▪ To ensure the quality of data used in managing individual and service performance.
<p>Essential requirements, qualifications, skills and abilities:</p>	<p>Qualifications</p> <ul style="list-style-type: none"> ▪ 5 GCSEs including English and Maths (or equivalent) A-C grades. <p>Experience</p> <ul style="list-style-type: none"> ▪ High attention to detail ▪ Communicates effectively at all levels ▪ Customer focussed approach <p>Skills</p> <ul style="list-style-type: none"> ▪ Forward thinking, constantly looking to find ways to innovate and do things smarter ▪ Taking pride in delivering a quality service, taking time to understand and care about our customers and their needs ▪ Ability to engage in and maintain relationships with a range of internal and external customers ▪ Doing the right thing for our customers, our organisation and each other ▪ Problem solving skills ▪ Adaptable to how and what we do to meet the demands placed on us as a service
<p>Desirable requirements qualifications, skills and abilities:</p>	<ul style="list-style-type: none"> ▪ Ability to communicate complex information effectively, to a range of audiences, both written and verbally.
<p>Special conditions:</p>	<ul style="list-style-type: none"> ▪ There may be a requirement to work at other Publica Group Limited and/or client locations to meet the needs of the business. ▪ Expected to work reasonable additional hours in line with the needs of the service
<p>Date of Issue:</p>	<p>7th January 2019</p>
<p>Date reviewed:</p>	<p>7th January 2019</p>
<p>Reviewed by</p>	<p>Name: Thomas Clark Job title: Head of Revenues & Benefits</p>