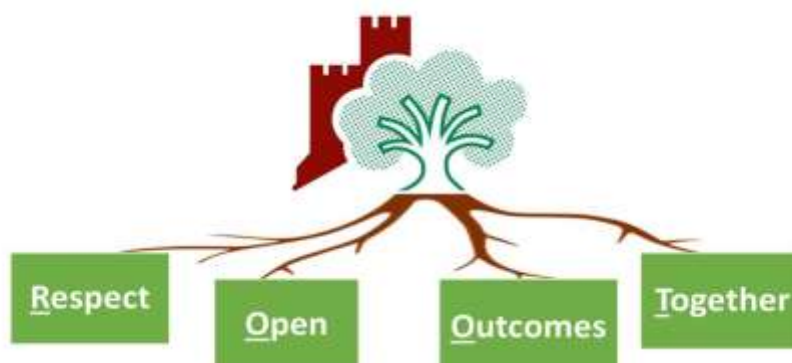


JOB DESCRIPTION



DIRECTORATE	Deputy Chief Executive
SERVICE	Financial Services
POST NUMBER	TBC
POST TITLE	Revenues and Benefits Officer
POST GRADE	Local Salary Scale S4
CONDITIONS OF SERVICE	National Joint Council (NJC) for Local Government Services as amended locally
RESPONSIBLE TO	Revenues Team Leader and Benefits Team Leader
RESPONSIBLE FOR	N/A
JOB PURPOSE	To assist in the administration and collection relating to all debts owed the Council and the calculation and payment of Housing Benefit and Council Tax Support – ensuring this is done in accordance with legislation and Council policy

RDC Values and Target Operating Model Principles



- **Efficient and effective** (systems and resources evidencing Value for Money; Return on Investment – a commercial mindset)
- **Empowering** (timely decisions at the right level – proportionate governance)
- **Focussed on customer outcomes and early intervention** (evidence-led decision making and resource allocation)
- **A Community Leader** (influencing stakeholders, driving delivery with partners)

MAIN AREAS OF WORK	
1	Create, amend and close Council Tax and Non-Domestic Rates accounts in accordance with the information supplied by occupiers and owners in line with Government legislation
2	Assist in the recovery of all monies due to the Council. Implementing appropriate recovery action in line with legislation and Council policy. Attending the Magistrates court when required

3	Assess new claims and changes in circumstances for all types of Housing Benefit and Council Tax Support claims. Making justifiable decisions based on all the information available
4	Maintain a detailed knowledge and understanding of Rother's recovery policy in relation to all monies due to the Council.
5	Keep up to date with legislation relating to Council Tax, Non-Domestic Rates, Housing Benefit and Council Tax Support
6	Maintain a detailed knowledge of all relevant systems, utilising these for the purpose of inputting data and extracting information
7	Liaise with other departments within Rother District Council, outside agencies and key stakeholders
8	Promote fraud prevention and detection, making appropriate referrals to the Benefits Fraud Investigation Unit
9	Liaise with customers by telephone, face to face and in writing in a clear and concise manner ensuring good customer care
10	Attend designated training courses when appropriate
11	Attend and contribute to team meetings
12	Ensure that the principles and legal requirements of the Data Protection Acts are fully adhered to in all aspects of work carried out
13	When required and as part of flexible working – to work within other Services and Directorates in support of the Council's overall objectives and projects
14	To co-operate with Managers in the implementation of the Council's Health and Safety Policy. The responsibilities of Managers in respect of this are set out in the Council's Health and Safety Manual
15	To undertake any other duties for which the post holder is competent and which the Service Manager considers necessary for the effective and efficient delivery of the Service

RDC Value	Behaviour	Description
Respect	Professional	Maintaining high standards – in line with professional/regulatory requirements and Nolan principles*
	Value others	Ensures that people are given opportunity to contribute, appreciate and acknowledge that contribution
	Empowering	Enabling and encouraging people to influence and make decisions
<u>O</u>pen	Trusting	Rely on and put confidence in others to do as they say
	Listening	Makes time to hear what people are saying, checks understanding
	Feeding back	Sharing observations and perception to improve understanding and performance
<u>O</u>utcomes	Responsible	Being accountable and reliable, doing what you have said you will do
	Innovative	Creating and trying new ways of doing things
	Prioritises	Organise, clarify what is most important and focus on that
<u>T</u>ogether	Communicates	Shares information in an accessible and timely way with people who need to know
	Collaborates	Cooperates, identifies, and brings in people to work together
	Relationship focus	Taking time to build connections and get to know other people

PERSON SPECIFICATION



POST TITLE	Revenues and Benefits Officer		
DIRECTORATE	Deputy Chief Executive		
SERVICE	Financial Services		
POST GRADE	S4		
		Essential	Desirable
Qualifications			
Good level of general education		X	
IRRV Revenues Technician			X
IRRV Benefits Technician			X
Experience			
Minimum two years' experience in a revenues and/or benefits environment		X	
Skills and Abilities			
Excellent verbal and written communication		X	
Customer care		X	
Computer literate		X	
Work under pressure and deal with unforeseen and urgent demands		X	
Work as part of a team		X	
Work confidently and accurately with numerical data		X	
Interpret benefit and council tax legislation		X	
Training			
Understanding of MS Office – particularly Word and Excel		X	
Willingness to undertake on-going professional development			X
Knowledge			
Use of MS Office including Word and Excel		X	
Council Tax and NNDR rates legislation			X
Housing and Council Tax benefits legislation			X
Overpayment policies and practices			X
Capita One Revenues and Benefits system (Academy) and NEC Document Management System			X

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