

# MALDON DISTRICT COUNCIL

Princes Road  
Maldon  
Essex CM9 5DL

[www.maldon.gov.uk](http://www.maldon.gov.uk)



## Revenues and Benefits Officer (SD2333)



<b>Job Title</b>	<b>Revenues and Benefits Officer</b>
<b>Service Area</b>	<b>Service Delivery</b>
<b>Grade</b>	<b>SCP D13 – D16</b>
<b>Job Reference</b>	<b>SD2333</b>

<b>Reporting to</b>	<b>Responsible for</b>
Revenues & Benefits Team Leader	None

<b>Team Purpose</b>
To provide a range of timely and effective guidance, ensuring compliance, good practice, risk management and enabling the Council to deliver for its customers seeking or interacting with the Revenues and Benefits Service.

<b>Role Purpose</b>
To contribute to the efficient and effective delivery of Revenues and Benefits services, involving the payment of Housing Benefit and Council Tax support and the collection of millions of pounds Council Tax, Business Rates and overpaid Housing Benefit through the handling and administration of customer accounts/ enquiries in accordance with policies, guidelines and established parameters.

<b>Key Accountabilities</b>
<ul style="list-style-type: none"> <li>• Assist with the efficient, effective, and consistent processing and resolution of customer enquiries, identifying and meeting customer needs and ensuring the sharing and dissemination of best practice.</li> <li>• Assist with the understanding of customer need and enabling a speedier, simpler, more responsive customer journey contributing to the continuous improvement in the delivery of the Council's outcomes and ensuring high levels of customer satisfaction.</li> <li>• Access and accurately update all relevant information systems, both customer and back office ensuring that the master customer record is updated and maintained through verification and validation, and in accordance with Data Protection principles.</li> <li>• Supporting customer self-serve and spotting opportunities for the Council to initiate further enabling and self-serve.</li> </ul>



- Manage non-complex customer issues effectively and understand when to consult with others.
- Maintain confidentiality in line with agreed policy and relevant data protection legislation.
- To support the continuous improvement of processes and procedures within the service using best practice from others where appropriate.
- To provide support for the escalation of service issues.
- Assist with knowledge sharing across the team.
- To maintain and develop an extensive knowledge and understanding of legislation, caselaw and council policy relating to Revenues and Benefits activities.
- Demonstrating depth or breadth in case ownership through one or more of the following:
  1. Acting as case owner in one area of specialism (e.g. Council tax, Housing Benefit, Business Rates, Council Tax Support, Revenues Debt Recovery, Overpaid Benefit Recovery).
  2. Personally, owning the resolution of some non-complex cases, within set parameters and guidelines (e.g. assessment of non-complex benefit claims, negotiation of payment arrangements, dealing with the first stage of the appeals process, determining liability, discount entitlement, recovery of debt/overpayments).
  3. Informing the design and development of tools and guidance notes which enable the team to self-serve and widen their knowledge.
  4. Developing a breadth of knowledge, owning non-complex cases across multiple services areas where significant functional knowledge and skills are required.

<b>Ways of Working</b>	
<b>Collaborative working</b>	<p>Demonstrate self-awareness and an understanding of the values of others to build effective working relationships.</p> <p>Working collaboratively across teams to provide a seamless service to customers and managing key relationships with customers across the council and other stakeholders as appropriate.</p>
<b>Customer Service</b>	<p>Resolve customer requests professionally, effectively and efficiently.</p>



<b>Ways of Working</b>	
	<p>Playing a role in championing the customer and a customer focussed approach to service delivery.</p> <p>Providing internal and external advice. Developing and maintaining relationships with key stakeholders and partners. Prepare reports for other officers, or internal meetings as required.</p>
<b>Supporting corporate projects</b>	<p>Provide input to service specific projects.</p> <p>Input to and implement strategies, policies, service, and financial plans, to ensure statutory and corporate targets are met and provide best value for the council.</p>
<b>Performance</b>	To perform by working to agreed SMART objectives.
<b>Budget management</b>	Ensure the service budget is managed in accordance with legislation, Council policy and good practice, enabling best value for money for the Council.

### **Person Specification**

<b>Qualifications</b>
Good standard of education with a minimum of 5 GCSEs or equivalent experience.

<b>Knowledge, Skills, Ability, and Experience</b>
<p><b>Knowledge</b></p> <p>An awareness/understanding of the relevant legislation and regulations.</p> <p>Knowledge/understanding of Revenues and Benefits and Document Management systems.</p> <p><b>Experience</b></p> <p>Experience of the working in a customer focused, service delivery role.</p> <p>Experience of the working in a Revenues and Benefits/Local Authority environment (desirable).</p> <p>Experience of analysing information and explaining complex matters.</p>



<b>Knowledge, Skills, Ability, and Experience</b>	
<b>Skills and ability</b>	
Able to effectively manage own changing priorities in a fast-paced environment and plan workload to ensure deadlines are met.	
Sound organisational skills to ensure effective management of electronic and other information including diary management.	
Confident using technology and Microsoft applications (e.g. Office 365, Word, Excel, PowerPoint) and service specific systems (i.e. GIS, Civica, Academy, Uniform etc.).	
Developed and effective verbal and written communication skills.	
Flexible and adaptable to change, uncertain situations.	

<b>Special Requirements</b>	
<b>Emergency Planning</b>	A requirement of this role will be to attend emergency planning training. The role holder will be required to support the Council's emergency planning response.
<b>Election Duties</b>	This post will, on occasion and with reasonable notice, be expected to assist with election duties as required and this will include working unsociable hours.
<b>Political Restrictions</b>	This role is not politically restricted.
<b>Disclosure Barring Scheme</b>	This role requires a Basic DBS being undertaken prior to any contract of employment being offered. This will be re-checked every three years.

<b>Standard Terms</b>	<ol style="list-style-type: none"> <li>1. To comply with appropriate legislation, service and council policies.</li> <li>2. All employees have responsibility under the Health and Safety at Work, etc. Act 1974. These responsibilities are laid out in the council's health and safety policy and procedures.</li> <li>3. To support and be committed to the council's policy on safeguarding and promoting the welfare of vulnerable groups including, young children and adults and expects all staff and volunteers to share this commitment.</li> <li>4. To support the council's equalities and diversity policies.</li> <li>5. To operate within the council's IT policies and data protection rules and regulations.</li> </ol>
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6. To operate within the council's financial regulations.
7. Manage budgets and resources ensuring that they are deployed effectively with robust internal controls and compliance with relevant regulations, policies and guidelines.
8. To participate in internal committees and departmental working parties to ensure continuous improvement as required.
9. Any other reasonable duties as may be required from time to time

## Competency Framework

Central to the delivery of the role are the council's values and behaviours and all employees are expected to work within the council's Competency Framework. These are shared by all employees and applied to everything we do. The points for each competency are shown below:

<b>Maldon behaviours [competencies]:</b>	
<b>Core Competencies - All Workforce</b>	
<b>Communicating</b>	Expressing information in the best way and timescales that ensure clarity and understanding and responding in the most appropriate manner.
<b>Managing and Leading People</b>	Providing direction and support to those we work with to ensure service excellence.
<b>Customer Focus</b>	Taking into account customer needs, striving to meet them and providing the best service to our customers and colleagues.
<b>Planning and Managing Work</b>	Planning and managing work to meet individual, team and service objectives whilst achieving quality and value for money.
<b>Analysis and Problem Solving</b>	Assessing and interpreting information in order to support work activities, identify issues and aid problem solving.
<b>Initiative and Decision Making</b>	Taking the right action, based on what we know and being responsible for what happens.
<b>Developing Self</b>	Committed to developing own skills, knowledge and abilities to enhance capability.

All employees are expected to be flexible in undertaking the duties and responsibilities attached to their role and may be asked to perform other duties, which reasonably correspond to the general character of their role and their level of responsibility. All employees are required to be flexible to undertake out of hours work as required, meetings outside office hours will be routine and officers will be expected to attend. This job description will be supplemented and further defined by annual objectives which will be developed in conjunction with the postholder.

This job description will be subject to regular review and the council reserves the right to amend or add to the details.



**Key Policies**

We are an equal opportunities employer and therefore all staff are expected to comply with our equality policies and help create a work environment in which everyone is treated with dignity, respect, courtesy and fairness. You are also expected to fully comply with health and safety policies and procedures in force to help maintain and develop a safe working environment. In pursuing a practice of continuous improvement and seeking to obtain best value in all aspects of the service, staff will be expected to assist in other such duties as may be allocated for the benefit of the organisation and their own personal development. Staff will be expected to assist if the council has to deal with the results of a civil emergency.

<b>Signed (Job Holder):</b>		<b>Date:</b>
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