MALDON
DISTRICT COUNCIL

Revenues and Benefits Assistant (F2508)

disability confident
EMPLOYER

Job Title	**Revenues and Benefits** Assistant
Directorate	**Finance**
Grade	**C (SCP 9-12)**
Job Reference	**F2508**

Reporting to	**Responsible for**
Revenues & Benefits Team Leader	None

Team Purpose
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.

Role Purpose
To deliver high quality, timely and accurate administrative support across the Revenues and Benefits team, contributing to the efficient and effective delivery of 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.

Key Accountabilities

- Provide day to day administrative support to the Revenues and Benefits team including the handling and filing of physical and digital mail.
- 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.
- Supporting customer self-serve.
- Support the management of non-complex customer issues effectively and understand when to consult with others.
- Maintain confidentiality in line with agreed policy and relevant data protection legislation.

Ways of Working	
Collaborative working	Demonstrate self-awareness and an understanding of the values of others to build effective working relationships. Working collaboratively across teams to provide a seamless service to customers.
Customer Service	Assist in the resolution of non complex customer requests professionally, effectively and efficiently. Providing internal and external support. Developing and maintaining relationships with key stakeholders.
Supporting corporate projects	Provide administrative support on service specific projects.
Performance	To perform by working to agreed SMART objectives.
Budget management	None

Person Specification

Qualifications
Good standard of education with a minimum of 2 GCSEs (English and Maths) or equivalent experience.

Knowledge, Skills, Ability, and Experience
Knowledge An awareness of the relevant legislation and regulations. Knowledge/understanding of Revenues and Benefits and Document Management systems (desirable). **Experience** Experience of working in an administrative role. Experience of the working in a Revenues and Benefits/Local Authority/Customer facing environment (desirable).

Knowledge, Skills, Ability, and Experience
Skills and ability Effective communication skills. Excellent attention to detail, ensuring accuracy in documentation and data entry. Confident using technology and Microsoft applications (e.g. Office 365, Word, Excel, PowerPoint) and service specific systems (i.e. GIS, Civica, Academy, Uniform etc.). Effective verbal and written communication skills. Flexible and adaptable to change, uncertain situations.

Special Requirements	
Emergency Planning	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.
Election Duties	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.
Political Restrictions	This role is not politically restricted.
Disclosure Barring Scheme	This role requires a Basic DBS being undertaken prior to any contract of employment being offered. This will be re-checked every three years.

Standard Terms	1. To comply with appropriate legislation, service and council policies. 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. 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. 4. To support the council's equalities and diversity policies. 5. To operate within the council's IT policies and data protection rules and regulations.

	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:

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

Signed (Job Holder):		**Date:**