

DARLINGTON BOROUGH COUNCIL
ECONOMIC GROWTH AND NEIGHBOURHOOD SERVICES

JOB DESCRIPTION

<u>POST TITLE :</u>	Revenues & Benefits Assistant
<u>PAY BAND :</u>	Band 3
<u>JOB EVALUATION NO.</u>	A426
<u>REPORTING RELATIONSHIP</u>	The postholder reports to a Senior Revenues and Benefits Officer
<u>JOB PURPOSE :</u>	To provide a range of administrative support duties to the Revenues and Benefits section as well as providing high quality advice and assistance to Revenues and Benefits customers.
<u>POST NO.</u>	D11474 / POS000765
<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 Revenues and Benefits customers including at the counter, by telephone, by e-mail and through other correspondence.
2. To undertake a range of administrative, data input and data collation duties within procedures and performance standards.
3. To support inspection and recovery staff in carrying out their duties within procedures and performance standards by preparing cases for visit, dealing with customer enquiries and accompanying visiting and inspection staff.
4. To undertake a range of other support duties to the Revenues and Benefits section within procedures and performance standards, including monitoring spreadsheets and reports, updating computer records, responding to correspondence and processing claims and changes.
5. To liaise with internal and external partners such as Housing Services, Customer Services, the DWP, the Valuation Office Agency, enforcement agents, Private and Social Landlords, CAB and other statutory and voluntary organisations, to resolve claims, liabilities, debts and other enquiries.
6. 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.
7. 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.

8. Carry out your role in line with the Council's Equality agenda.
9. 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.
10. Any other duties of a similar nature related to this post that may be required from time-to-time.
11. 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.
12. 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.

Date: July 2019

DARLINGTON BOROUGH COUNCIL

PERSON SPECIFICATION

ECONOMIC GROWTH AND NEIGHBOURHOOD SERVICES

REVENUES AND BENEFITS ASSISTANT

POST NO. D11474 / POS000765

All appointments are subject to satisfactory references.

Criteria No.	Attribute	Essential (E)	Desirable (D)
	Qualifications & Education		
1	NVQ level 2 in a related field e.g. business admin or customer service		D
	Experience & Knowledge		
2	An understanding of data protection principles	E	
3	Approximately one year's recent experience of working in an office or customer service environment		D
4	Approximately one year's experience of working to office systems and procedures		D
5	An understanding of Housing Benefit and Local Taxation		D
6	Experience of using Northgate iWorld		D
7	Experience of using a Document Management System		D
	Skills		
8	Ability to communicate both orally and in writing to a wide range of audiences	E	
9	Ability to demonstrate an attention to detail and maintain accurate records	E	
10	Ability to work effectively as part of a team	E	
11	Ability to organise and prioritise own work with minimum supervision	E	
12	Ability to undertake basic mathematical calculations in a financial setting	E	
13	IT literate capable of using MS Word/Excel, office packages and Data Management Systems	E	
	Personal Attributes		
14	Ability to work to tight deadlines within a culture of target setting and performance monitoring	E	
15	Ability to demonstrate a commitment to customer care	E	
	Special Requirements		
16	The ability to communicate at ease with customers and provide advice in accurate spoken English	E	

Date: July 2019