 Stockton-on-Tees BOROUGH COUNCIL		JOB DESCRIPTION	
Directorate: Finance, Development and Regeneration		Service Area: Revenues, Benefits and Welfare	
JOB TITLE: Apprentice Revenues and Benefits Practitioner			
GRADE: Grade C, with progression in year 2 subject to criteria.			
REPORTING TO: System and Service Development Manager			
APPRENTICESHIP QUALIFICATION: Revenue & Welfare Benefits Practitioner			
Duration: 15 months			
1.	JOB SUMMARY: To deal with all aspects of Council Tax, Business Rates, Benefits and Welfare including billing, collection, assessments and enforcement. To work in accordance with statutory regulations and/or discretionary policies. To work towards completion of the above Apprenticeship Qualification whilst gaining relevant on the job work experience		
2.	MAIN RESPONSIBILITIES AND REQUIREMENTS		
	1.	To support the Revenues, Benefits and Welfare teams with the functions of: <ul style="list-style-type: none">• Billing• Assessment and Awards• Welfare Support• Recovery and Enforcement• Technical Support	
	2.	Maintaining records and sensitive information in accordance with legal and GDPR requirements	
	3.	Use of case management systems for extracting information and creating and updating records.	
	4.	Dealing with customers appropriately to gather information and provide explanations of often complex matters	
	5.	Advising customers to maximise their income and ensure they are receiving all the lawful entitlements and discounts to which they are eligible.	
	6.	Understanding the issues customers face and the potential solutions to those issues	
	7	Establishing liability, setting up and updating accounts, assessing eligibility for discounts, exemptions or other reliefs and calculating benefit in line with current legislation	

	8	Arranging for customers to pay the local tax and taking recovery action as required and appropriate including the preparation of documents for court
	9	Identifying and investigating suspected fraud
	10	To be proactive in finding appropriate solutions to meet the business requirement, provide suggestions for improvement, review tasks and problem solve.

3. GENERAL

Other Duties - The duties and responsibilities in this job description are not exhaustive. The post holder may be required to undertake other duties from time to time within the general scope of the post. Any such duties should not substantially change the general character of the post. Duties and responsibilities outside of the general scope of this grade of post will be with the consent of the post holder.

Workforce Culture, supporting behaviours and Code of Conduct – The post holder is required to carry out the duties in accordance with Workforce Culture and supporting behaviours, code of conduct, professional standards and promote equality and diversity in the workplace.

Personal Development – As defined by the Council's Culture Statement, all employees will take responsibility for their own development

Customer Services – The post holder is required to ensure that all customers both internal and external, receive a consistently high quality level of service, commensurate to the standards required by Stockton on Tees Borough Council.

Policies and Procedures – The post holder is required to adhere to all Council Policies and Procedures.

Health and Safety – The post holder has a responsibility for their own health and safety and is required to carry out the duties in accordance with the Council Health and Safety policies and procedures.

Safeguarding – All employees need to be aware of the possible abuse of children and vulnerable adults and if you are concerned you need to follow the Stockton Council's Safeguarding Policy. In addition employees working with children and vulnerable adults have a responsibility to safeguard and promote the welfare of children and vulnerable adults during the course of their work.

	Name:	Signature:	Date
Job Description written by: (Manager)	M CONNOLLY		17.05.22
Job Description agreed by: (Post holder)

Job Description dated 17 MAY 2022

PERSON SPECIFICATION


Job Title/Grade	Apprentice Revenues and Benefits Practitioner	Grade C – Year 1
Directorate / Service Area	Finance, Development and Regeneration	Revenues, Benefits and Welfare

	ESSENTIAL	DESIRABLE	MEANS OF ASSESSMENT
Qualifications	Minimum 5 GCSEs Grade C/4 or above or equivalent Level 2 qualifications (must include English & Maths)	A related Level 3 qualification (A-levels, BTECs)	Application form
Experience	Dealing with members of the public, professionals and other agencies. Supporting/co-ordinating clerical tasks. Maintenance of manual and computerised records. Working as part of a team (this could be in a sporting, educational, work or social setting) as well as demonstrating use of own initiative	Dealing with confidential/sensitive information. Negotiating payment arrangements. Maintenance of a case management system	Application / Interview
Knowledge & Skills	IT Skills including ability to use Microsoft Office e.g. Word and Excel. Good communication skills - listening, spoken and written.	Knowledge of local government legislation including council tax, benefits and business rates.	

	<p>Report writing skills</p> <p>Numeracy and literacy skills.</p> <p>Be articulate and able to communicate with a wide range of people</p> <p>Ability to organise own workload and work to deadlines</p> <p>Work effectively under pressure.</p> <p>Ability to solve problems logically.</p> <p>Have the ability to understand and apply regulations and written instructions.</p> <p>Attention to detail</p> <p>Ability to negotiate effectively.</p>		
Specific behaviours relevant to the post	<p>Demonstrate the Council's Behaviours which underpin the Culture Statement.</p> <p>Committed to own personal development</p> <p>High personal standards of self-discipline</p> <p>Highly motivated, energetic, not easily discouraged</p> <p>Committed to providing a customer-focussed service</p>	Emotional Resilience	Application / Interview
Other requirements	A flexible and enthusiastic approach to work.		

Person Specification dated

17 MAY 2022

 Stockton-on-Tees BOROUGH COUNCIL	KNOWN RISKS FOR THIS ROLE
DIRECTORATE: Finance, Development and Regeneration	SERVICE AREA: Revenues, Benefits and Welfare
JOB TITLE: Apprentice Revenues and Benefits Practitioner	
GRADE: Grade C, with progression in year 2 subject to criteria.	
REPORTING TO: System and Service Development Manager	

The following are the known risks for this role, more than one may apply. Where there are no known risks this will be indicated.

Known Risk	Yes/No
Is required to work at heights or on ladders	
Is required to work in confined spaces or unusual environmental conditions where specialist equipment or breathing apparatus is needed	
Is required to drive a Council vehicle or regularly transporting other person/clients/pupils in own vehicle as part of normal duties	
Is required to drive an HGV/LGV/PCV/Minibus	
Is required to undertake agriculture, horticulture or gardening work	
At risk from noise that might affect an employee's health (will be required to wear hearing protection)	
Will be exposed to vibration likely to be above the exposure action level.	
Prolonged or frequent exposed to hazardous substances such as machine generated wood dust, other heavy or excessive concentrations of mineral dust, solder flux or tar.	
Potential exposure to asbestos	
Is at risk of a needle stick injury or human bite or could be exposed to blood, sewerage, bodily fluids.	
May be exposed to lead or lead based products	
Food handling and preparation	
Will require a health assessment for regular night working	
Will be using Display Screen Equipment	YES
Other known risks – please detail	
No known risks associated with this role	

As the manager of this post, I declare that the details above are an accurate reflection of the risks associated with the post.

Signature of Manager: M Connolly

Date: 17 May 2022