 Stockton-on-Tees BOROUGH COUNCIL		JOB DESCRIPTION
Directorate: Finance, Development and Regeneration		Service Area: Revenues, Benefits and Welfare
JOB TITLE: System and Automation Assistant		
GRADE: E		
REPORTING TO: Team Leader Technology Enablement		
1.	JOB SUMMARY: To be a member of the Technology Enablement team providing general and system support to the Revenues, Benefits and Welfare service and assisting with the maintenance of records and exceptions and rejections to the automatic processing.	
2.	MAIN RESPONSIBILITIES AND REQUIREMENTS	
1	To assist in the maintenance and update of records, monitoring the exceptions and rejections to automatic processing and inputting data relating to straightforward amendments using the online forms available. This may include: <ul style="list-style-type: none"> • Dealing with all aspects of direct debit processing; including setting up new direct debits, amendments and cancellations. • To check and action credits on account processing cash transfers or refunds as appropriate. • Processing different methods of payment and instalment facilities. • Tracing absconded council taxpayers. 	
2	To monitor post and information received in the service relating to account and property amendments and input change details into the services online forms for automatic processing. Contacting customers and/or partners to request any additional information required and referring any changes which cannot be automatically processed to the relevant team.	
3	To provide administrative support relating to the services activities including responsibility for ordering stationery and supplies, ensuring goods are received and invoices are recorded and processed.	
4	To be responsible for acknowledging and responding to basic e-mail enquiries for the service, including importing and indexing of emails where appropriate. More complex enquiries should be referred to the relevant officer using the document management system.	
5	To be responsible for responding to enquiries relating to Safeguarding and under the Data Protection and Empty Homes Acts; any enquiries that are not straightforward should be referred to the Systems and Development Officer or Team Leader.	
6	To maintain suspense accounts including the investigation of unallocated payments and posting them to the correct account.	
7	To assist in the preparation, checking and reconciliation of all system produced documentation including bills, benefit notifications, collection and enforcement notices.	

8	To assist in dealing with output from the Direct Debit submissions including the issue of refer to payer letters and recalculating instalments for bills.
9	To liaise with external agencies and other sections and departments within the Council on matters affecting the Revenues, Benefits and Welfare service.
10	To maintain a good knowledge of audit and data protection requirements and Council policies, and take action to prevent data breaches, ensuring personal and sensitive information is kept secure.
11	To identify and refer debts for write-off in accordance with policies and procedures.
12	To support with ad-hoc Government initiatives related to the functions of the team.
13	To co-operate with the implementation and introduction of revised methods of work, including those changes that may arise from the development of new technology, the introduction of new legislation and guidance, or other reasons.
14	To assist in the training and development of staff and undertake such personal training as may be deemed necessary to meet the duties and responsibilities of the post.
15	To ensure a culture of co-operation and effective joint working is maintained and ensure the service is customer focussed.

3. GENERAL

Job Evaluation - This job description has been compiled to inform and evaluate the grade using the NJC Job Evaluation scheme as adopted by Stockton Council.

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 and 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)	Michelle Connolly		October 2022
Job Description agreed by: (Post holder)			

Job Description dated October 2022




PERSON SPECIFICATION

Job Title/Grade	System and Automation Assistant	Grade E
Directorate / Service Area	Finance, Development and Regeneration	Revenues, Benefits and Welfare

	ESSENTIAL	DESIRABLE	MEANS OF ASSESSMENT
Qualifications	<ul style="list-style-type: none"> Educated to NVQ 3 or the equivalent level of knowledge and skill gained through substantial demonstrable direct work experience. 	<ul style="list-style-type: none"> IRRV Technician Qualification 	Application form
Experience	<ul style="list-style-type: none"> Experience of giving advice and information to the public over the telephone and by letter/email. Experience of working within a team 	<ul style="list-style-type: none"> Experience of using manual and computerised records. Experience of dealing with confidential/sensitive information. 	Application / Interview
Knowledge and Skills	<ul style="list-style-type: none"> Ability to record and process data accurately. Ability to alternate between duties and multitask in accordance with service needs. Ability to prioritise work and achieve deadlines. 		Application / Interview

	<ul style="list-style-type: none"> • Ability to communicate effectively both verbally and in writing with individuals at all levels. • Good ICT skills. 		
Specific behaviours relevant to the post	<ul style="list-style-type: none"> • Demonstrate the Council's Behaviours which underpin the Culture Statement. • A demonstrable commitment to the delivery of quality services and continuous improvement. • Contribute to council, service and team objectives. • Build good links and relationships with other teams and services. • Make time to listen to, support and involve others. • Seek out and share ideas for improvement. • A positive attitude toward change, co-workers, the workplace and the tasks of the job. 		Application / Interview
Other requirements	<ul style="list-style-type: none"> • This post is subject to a Baseline Personnel Security Standard (BPSS) Check, which includes a Verification of Criminal Record check (unspent convictions only) 		

 Stockton-on-Tees BOROUGH COUNCIL	KNOWN RISKS FOR THIS ROLE
DIRECTORATE: Finance, Development and Regeneration	SERVICE AREA: Revenues, Benefits and Welfare
JOB TITLE: System and Automation Assistant	
GRADE: E	
JOB LOCATION / BUILDING: Bayheath House, Stockton	
REPORTING TO: Technology Enablement Team Leader	

The following are the known risks for this role as identified through a Risk Assessment. More than one risk may apply. Where there are no known risks this will be indicated.

Known Risks - which require Baseline Health Surveillance Screening before or at start of employment and ongoing health surveillance with Occupational Health		
Known Risk	Yes	No
Noise: Employee is likely to be regularly exposed to noise above the exposure action level. (Daily or weekly exposure of 85dB)		No
Vibration: Employee will be exposed to vibration above the daily Exposure Action Value (EAV) of 2.5m/s ² A(8) 9		No
Respiratory: Employee will be exposed to Hazardous Substances such as machine generated wood dust, mineral dust, solder flux, glues, resins, cutting oils, latex. (Those working with respiratory/skin irritants or sensitizers as defined by COSHH)		No

Known Risks which require a Medical Assessment with Occupational Health prior to starting employment and ongoing assessment during employment.		
Known Risk	Yes	No
HGV/LGV/Fork Lift Truck/Passenger Carrying Vehicle/Minibus (Group 2) Licence Drivers: Employee will be required to drive an HGV/LGV/FLT/PCV/Minibus.		No
Asbestos: Employee likely to be exposed to asbestos. Work with asbestos' includes: <ul style="list-style-type: none"> ○ Work which removes, repairs, or disturbs asbestos ○ Ancillary work (work associated with the main work of repair, including maintenance work on equipment) ○ Supervisory Work (work involving direct supervision over those removing, repairing, or disturbing asbestos) 		No

Known Risk	Yes	No
<p>Lead: Employee likely to be exposed to lead or lead based products (handling, processing, repairing, maintenance, storage, disposal)</p> <p>The lead must also be in a form in which it is likely to be:</p> <ul style="list-style-type: none"> ○ Inhaled, e.g., lead dust, fume or vapour. ○ Ingested, e.g., lead powder, dust, paint or paste; or ○ Absorbed through the skin, e.g., lead alkyls or lead naphthenate. <p>The regulations do not apply to work with materials or substances containing lead where, because of the nature of the work, lead cannot be inhaled, ingested, or absorbed.</p>		No
<p>Confined Spaces - Safety Critical: Employee will be required to work in a confined space where specialist equipment or breathing apparatus is needed.</p>		No
<p>Working at Heights - Safety Critical: Employee will be required to work at a height.</p>		No
<p>Blood-borne viruses: Employee is at risk of exposure to Blood-borne viruses e.g., needle stick injury, human bite, contact with human blood or other bodily fluids and sewerage.</p>		No

Other Known Risks		
Known Risk	Yes	No
<p>Council Vehicles or transport that does not require a Group 2 licence: Employee will be required to drive a Council vehicle or regularly transport service users/clients/pupils in their own vehicle as part of normal duties.</p>		No
<p>Food Handlers: Employee will be preparing and handling food</p> <p><i>Food Handlers Questionnaire to be completed and sent to Occupational Health</i></p>		No
<p>Night Workers: Employee will be regularly working at night</p> <p><i>Optional Night Worker Questionnaire available</i></p>		No
<p>Lone Working (including Home Working): Employee will be required to work alone.</p>		No
<p>DSE Users: Employee will be required to use Display Screen Equipment (DSE)</p> <p><i>DSE Training and assessment should be completed on commencement – arranged by manager</i></p>	Yes	
<p>Any Other: Please identify any other known risks associated with this job role.</p>		None

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: Simon Maycroft

Date: 16/03/2023

For any queries related to this form, please refer to the Known Risk Managers Explanatory Notes, or email the Occupational Health Department: Occupational.Health@stockton.gov.uk