

 Stockton-on-Tees BOROUGH COUNCIL		JOB DESCRIPTION
Directorate: Finance, Transformation & Performance		Service Area: Revenues, Benefits and Welfare
JOB TITLE: Trainee Revenues & Welfare Benefits Practitioner		
GRADE: C		
REPORTING TO: System and Service Development Manager		
APPRENTICESHIP QUALIFICATION: Revenue & Welfare Benefits Practitioner Duration: 18 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: • 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.

The Council's Values, Behaviours and Code of Conduct - The post holder is required to carry out the duties in accordance with the Council's Values and Behaviours, our code of conduct, professional standards and promote equality and diversity in the workplace.

Corporate Parenting - As Corporate Parents, we have the same ambition and high aspirations for all children in our care and care experienced young people: that Stockton-on-Tees is a great place to grow up, where children and young people are protected from harm and supported to be the best they can be in life.

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	Trainee Revenues and Benefits Practitioner	C
Directorate / Service Area	Finance, Transformation & Performance	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.	

	Report writing skills Numeracy and literacy skills. Be articulate and able to communicate with a wide range of people Ability to organise own workload and work to deadlines Work effectively under pressure. Ability to solve problems logically. Have the ability to understand and apply regulations and written instructions. Attention to detail Ability to negotiate effectively.		
Specific behaviours relevant to the post	Demonstrate the Council's Behaviours which underpin the Culture Statement. Committed to own personal development High personal standards of self-discipline Highly motivated, energetic, not easily discouraged Committed to providing a customer-focussed service	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 Transformation and Performance	SERVICE AREA: Revenues, Benefits and Welfare
JOB TITLE: Trainee Revenues & Welfare Benefits Officer	
GRADE: Grade C	
JOB LOCATION / BUILDING: Dunedin House	
REPORTING TO: <i>Team Leader</i>	

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)		
Vibration: Employee will be exposed to vibration above the daily Exposure Action Value (EAV) of 2.5m/s ² A(8) 9		
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)		

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.		
Asbestos: Employee likely to be exposed to asbestos. Work with asbestos' includes: ○ 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) ○		

Known Risk	Yes	No
Lead: Employee likely to be exposed to lead or lead based products (handling, processing, repairing, maintenance, storage, disposal) The lead must also be in a form in which it is likely to be: ○ 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. 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.		
Confined Spaces - Safety Critical: Employee will be required to work in a confined space where specialist equipment or breathing apparatus is needed.		
Working at Heights - Safety Critical: Employee will be required to work at a height .		
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.		

Other Known Risks		
Known Risk	Yes	No
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.		
Food Handlers: Employee will be preparing and handling food <i>Food Handlers Questionnaire to be completed and sent to Occupational Health</i>		
Night Workers: Employee will be regularly working at night <i>Optional Night Worker Questionnaire available</i>		
Lone Working (including Home Working): Employee will be required to work alone.		
DSE Users: Employee will be required to use Display Screen Equipment (DSE) <i>DSE Training and assessment should be completed on commencement – arranged by manager</i>	✓	
Any Other: Please identify any other known risks associated with this job 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: Nicola Ayre

Date: 24/06/26

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