**JOB DESCRIPTION**

**POST TITLE :** TEMPORARY ACCOMMODATION REVENUES & BENEFITS OFFICER

**SERVICE :** Executive Services

**GRADE :**  5/6

**REPORTS TO :**  SENIOR REVENUES & BENEFITS OFFICER (RECOVERY)

**General Description of Duties**

To carry out the functions relating to the smooth financial administration of temporary accommodation cases within revenue and benefits. To liaise with Housing and Exchequer teams, process housing benefit claims and council tax liabilities, produce invoices and to carry out the function of debt recovery for unpaid invoices.

**Key Functions**

1. To develop and maintain an operational knowledge in recovery procedures relating to temporary accommodation debt.
2. To maintain an operational knowledge of housing benefit and council tax when dealing with temporary accommodation.
3. To assess new claims and changes in circumstances for housing benefit and council tax reduction, informing Housing of the individual outcomes to ensure correct processes are in place to manage temporary accommodation placements.
4. To process council tax accounts in connection with temporary accommodation placements.
5. Monitor and process rent and service charge arrears to recover debts owing to the Council.
6. Agree and monitor payment arrangements with customers and take appropriate action when they are broken, particularly in respect of temporary accommodation invoices.
7. Liaise with the Housing team, in order to feed back on cases where rent and/or service charge invoices remain unpaid to allow a decision to be made regarding whether the housing duty can be discharged.
8. Deal with basic enquires regarding rent and service charge payments, referring queries of a more complex nature regarding suitable accommodation to the Housing team.
9. To assist and support the Customer Service team with queries regarding housing benefit payments and rent/service charge arrears in relation to temporary accommodation.
10. Use NEC, Enterprise, Integra and the TA rent accounting system to maintain accurate records in respect of temporary accommodation customers rent accounts, claims and where necessary, create credits against rent accounts and service charges.
11. Check and maintain enforcement agents’ records, correcting any discrepancies with our records.
12. Ensure the records on the temporary accommodation application are kept up-to-date and run regular temporary accommodation invoices, making sure all customers have the appropriate reference numbers on the NEC and Integra systems.
13. Provide a comprehensive weekly backdated payment list to Exchequer Services and cross reference payments against weekly invoices and correcting discrepancies.
14. Complete the weekly report for housing confirming the status of housing benefit claims for their customers.
15. To review and complete the weekly housing benefit claim suspension report.
16. To identify and write off debts from temporary accommodation placements that cannot be recovered.
17. To carry out such other duties as may be required of you, commensurate with the grade and level of responsibility.

**Other Factors**

This job description is produced as a working document to identify the main areas of responsibility of the post. It is intended to neither be a definitive statement of the duties of the post, nor specifically to exclude any task or range of duties that the postholder might reasonably be required to undertake.

**Health and safety – general statement**

To comply with the duties placed upon employees by TMBC’s Health and Safety Policy and related procedures. To act in accordance with all instruction, information and training required in relation to those duties.

The post holder will be required to carry out their job role and related responsibilities with reasonable care to themselves and other persons that may be affected by their work.

July 2025

**PERSON SPECIFICATION**

**Job Title: Temporary Accommodation Revenue & Benefits Officer**

**Service: Executive Services**

|  |  |  |
| --- | --- | --- |
|  | Essential | Desirable |
| Education | Grade C+ GCSE or equivalent in Maths and English | Educated to ‘A’ level standard |
| Knowledge | A working knowledge of housing benefit & local council tax reduction.  A thorough knowledge of Microsoft Word and Excel.  An understanding of the wider use of computer systems in an office environment.  An understanding of the temporary accommodation duties placed on local authorities. | A working knowledge of council tax.  Experience of assessing and determining housing benefit claims.  Knowledge of the NEC revenue and benefits system.  Experience of using the Centros accounting system. |
| Vocational  Qualifications | A commitment to personal development. | IRRV Technician qualification (or equivalent) or actively studying for an IRRV qualification. |
| Experience | Use of a document image processing and workflow system.  Use of benefits and/or revenues processing systems.  Experience of dealing with payment/debt collection and/or recovery. | Some experience in delivering training.  Use of the NEC Enterprise document management system.  Experience of working in a housing benefit and local council tax reduction or revenues environment.  Experience of dealing with residents placed into temporary accommodation. |
| Personal Skills | Good communication skills.  Able to manage and prioritise own workload.  Able to work under pressure and meet deadlines.  Able to liaise and build rapport and a good cross-departmental working relationships.  Good team player.  Organised. | Good customer care skills. |
| Attitude | Has a flexible approach to work. |  |