



Job description

Post number:	New
Service:	Customer and Case Services
Job title:	Administrative Assistant
Grade:	1
Responsible to:	Case Team Leader – Revenues and Benefits
Responsible for:	n/a
Date last reviewed:	31/10/24

Job purpose

Providing administrative support to the Council Tax, Benefits and Business Rates Case team.

Main duties

1. Referencing incoming work. To check and reference emails and documents scanned from the post room to the customer's council tax account or the property reference for a caseworker to action.
2. Sorting both incoming and outgoing post. To collect and check any incoming post and return any original documents back to the customer, to return any cheques that are unable to be accepted or to take accepted cheques to Resources for clearance.
3. Actioning requests for copy documentation, such as printing and posting or emailing copy Council Tax or Business rates bills or Benefits notification letters.
4. Dealing with requests for links to online application or paper application forms in respect of Benefits applications for Housing Benefit or Local Council Tax Support, online Council Tax or Business Rates forms or the link to register for a MyGuildford account.
5. Dealing with daily direct debit letters. Checking the name the Direct Debit is in to ensure that the letter goes to the correct account holder and whether it should go to single or joint names depending on whether the Direct Debit is in joint names (Council Tax). Manually amending the letter where necessary to ensure that the letter is sent to the correct person (Business Rates). Print the letters.
6. Any other reasonable duties that you are asked to undertake by management.

This job description reflects the core activities of the post. As the service and the post-holder develop, there will inevitably be some changes to the duties for which the post is responsible, and possibly to change the emphasis of the post itself. We expect that the post-holder will recognise this and will adopt a flexible approach to work. This could include undertaking relevant training where necessary.

These duties may include:

- Sending customers annual review letters in respect of Council Tax reviews where required and record a diary note on the system. To check for any response after the 21-day review period and highlight any customer accounts with no response.
- Sending remittance advice letters to the customer in relation to Council Tax and Business Rates when payments have been made.
- Directing customers queries to Customer Service or replying to customers directly regarding MyGuildford set-up issues or queries.
- Investigating emails / mail / i360 automated notifications and responding to the customer where necessary, using the contact details provided, where there is insufficient detail to be able identify the customer for Council Tax, Business Rates and Benefits.

- Sending invites to claim Local Council Tax Support (LCTS) letters to Universal Credit claimants where information has been received to Benefits indicating that they may be able to apply for LCTS.

The line manager will consult the post-holder if significant changes to the job description become necessary. Any changes will be reflected in a revised job description.

Person specification

This section describes the knowledge, experience and competence required by the post-holder that is necessary for an acceptable standard of performance in carrying out this role.

	Assessment method (A, I, T or P)*	Essential/ desirable
Qualifications		
GCSE Maths and English (Grade A-C) or equivalent	A	E
NVQ level 2 in Customer Service or equivalent qualification, or experience in an appropriate area	A	D
Knowledge and experience		
6 months experience of working in an admin based role	A, I	D
Knowledge of computer programmes such as MS Outlook, Word and Excel	A,T	E
Previous experience of working for a local authority	A,I	D
Awareness of data protection and confidentiality	A, I	E
Knowledge of council services and local area	A, I	D
Awareness of equality and diversity and how it may impact on a customer's ability to access information and services	I	D
Awareness or knowledge of Civica, Atlas and the Department for Work and Pensions (DWP)	A, I	D
Skills		
Excellent team working skills e.g. providing support to colleagues, contributing to team discussions	I	E
Ability to quickly absorb and understand information	I, T	D
Ability to utilise information and communications technology to find and communicate information when needed	A, T	E
Excellent communication skills including the ability to communicate tactfully and empathically with a diverse range of people	I	E
Excellent planning and organisational skills including attention to detail	I, T	E

Problem solving skills	I,T	E
Ability to maintain effective performance under pressure and during periods of change	I	E
Ability to build effective working relations	A, I	E
Personal Qualities		
Respect for all customers, visitors and other members of staff irrespective of whether they have a protected characteristic (protected characteristics are gender, age, disability, sexual orientation, religion or belief, race, gender reassignment, marital status, civil partnership and pregnancy)	I	E
Behavioural competencies		
This section details the level of competency required to carry out this role (please see below for an overview of the framework and refer to the full Organisational Culture Framework for clarification where needed).		
Embraces change		2
Innovation and creative thinking		1
Effective communication		2
Customer focus		3
Problem solving and decision making		1
Focus on efficiency		1
Performance and learning		1
Team working		2
Builds relationships		1
Commitment to the organisation		1
Please note that the criteria specified on this form will be used as guidance when short-listing all applications and again at interview. Please ensure you provide evidence within your application giving examples, where appropriate, as to how you meet the specified requirement for the job.		
*Assessment criteria A = Application form; I = Interview; T = Skills based test; P = Presentation		

Mission	A forward looking, efficiently run Council, working in partnership with others and providing first class services that give the community value for money					
Cluster	Transformation Forward looking. The focus on our ability to respond to ever changing needs of our customers and bring about new ideas to ensure value for money.		Delivering excellence Efficiently run. The focus on the values and behaviours (in addition to internal systems) that ensures efficiency and effectiveness at every level across the Council.		Our people To ensure that individuals at all levels of the organisation are supported, committed and engaged in the pursuit of our mission and work in a collaborative manner to fulfil our objectives.	
Values	Challenge ourselves We strive to improve what we do by seeking out new ways of working, encouraging innovation and enabling change.		Customer care We put the customer at the heart of what we do by engaging in clear, honest, and meaningful communications to deliver professional services shaped around their needs.	Quality focus With customer insight, we provide high-quality services and find ways to improve. We aim to get things right first time, drive out waste and exceed expectations whenever possible.	Organisational learning We strive to create a work environment where everyone is valued, trusted, and supported. We encourage and facilitate growth and learning at individual, team, and organisational levels.	One Council We work together collaboratively, recognising that we are one organisation, working to achieve a common mission.
Behavioural competencies	Embraces change Has a positive attitude to change, adapts to meet new challenges, and introduces changes to improve organisational performance.	Innovation and creative thinking Proactively generates and develops innovative ideas, opportunities or improvements in order to meet organisational objectives more efficiently and effectively.	Customer focus Puts the customer first, builds effective relationships and seeks feedback to address their needs.	Problem solving and decision making Understands and analyses issues in order to identify the most appropriate solutions. Makes effective decisions based on thorough analysis and the needs of the organisation.	Performance and learning Demonstrates personal commitment to meet agreed performance standards and objectives. Learns from experience and takes responsibility for identifying and addressing personal development needs.	Team working Proactively cooperates and interacts with colleagues, internal and external partners across the Council. Encourages others to develop a collaborative approach to share information, knowledge, and ideas.
	Effective communication Communicates effectively. Uses communication methods and standards, together with well-reasoned arguments to convince and persuade where necessary.		Focus on efficiency Meets or exceeds the Council's standards by monitoring the quality of own work, team or service delivery. Continually looks for areas of improvement to ensure efficiency, effectiveness, and value for money.		Builds relationships Presents a professional image; uses interpersonal skills to form positive and productive working relationships within and beyond the organisation.	Commitment to the organisation Consistently supports and demonstrates an understanding of and commitment to the Council's vision and values. Acts with integrity and accountability.

