**JOB DESCRIPTION**

**POST TITLE:** Revenue & Benefit Officer

**SERVICE:**  Finance & Transformation

**GRADE:** 3/4/5 **SECTION:** Revs & Bens

**REPORTS TO:** Senior Revenue & Benefits Officer

**General Description of Duties**

Create and maintain electronic records to bill, collect and recover council tax. Assess new housing benefit and council tax reduction claims and changes in circumstances. Assess and apply discretionary payments and discounts to housing benefit and council tax accounts.

**Key Functions**

1. To develop an operational knowledge in the administration of council tax, housing benefit and council tax reduction.
2. To assess new claims and changes in circumstances for housing benefit and council tax reduction
3. To accurately maintain council tax records to bill liable parties
4. To assess and administer discretionary applications relating to housing benefit and council tax
5. Initiate refunds to customers where they have overpaid council tax
6. To assist and support the customer service team with customer contact when required
7. To respond directly to customers by email, telephone or face to face maintaining a high level of customer care
8. To maintain accurate records in respect of customers' applications and claims.
9. To promote the use of online services
10. To ensure overpayments and possible fraudulent claims are correctly identified and dealt with accordingly.
11. To liaise with other council services and external agencies.

To carry out such other duties as may be required of you, commensurate with the grade and level of responsibility, as directed by management

**Other Factors**

This job description is produced as a working document to identify the main areas of responsibility of the post. It is intended neither to 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.

**There is a salary bar at scale 5.** Progression to scale 5 will be based on the post holder demonstrating competencies in being able to carry out all areas of the role to a high standard.

**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.

September 2025

**Person Specification**

**POST TITLE:** Revenue & Benefit Officer

**SERVICE:**  Finance & Transformation

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| --- | --- | --- |
|  | ESSENTIAL | DESIRABLE |
| **Educational Qualifications** | GCSE, or equivalent, to grade C in English & Maths | Educated to ‘A’ level standard |
| **Knowledge** | A general understanding of the national council tax and welfare benefits system | An understanding of Housing Benefit & Council Tax related legislation |
| **Vocational Qualifications** |  | IRRV Technician qualification or actively studying for the qualification |
| **Experience** | Inputting data onto a computer system  Analysis and processing of data for decision making  Use of Microsoft Word and Excel | Experience of working in a Housing Benefit or Council Tax environment.  Experience in using NEC processing software  Experience in using Information@Work Enterprise document imaging and workflow system |
| **Personal Skills** | Confident in dealing with members of the public  Able to deal with customers face to face and deal with anger and aggression  Able to work under pressure and meet deadlines  Organised  Good team player  Demonstrates a high level of customer care |  |
| **Personal Attributes** | Able to accommodate changes to working practices  Has a flexible approach to work |  |