



Job description			
Job title	Revenues & Benefits Officer		
Grade	G		
Directorate	Resources		
Service/team	Exchequer Services		
Accountable to	Revenues & Benefits Team Manager		
Responsible for	NA		
JE Reference		Date Reviewed	16.6.25

### Purpose of the Job

To contribute to the efficient and effective delivery of Revenues and Benefits services, involving the payment of Housing Benefit and Council Tax support and the collection of Council Tax, Business Rates and Housing Benefit Overpayments.

The post-holder will provide high quality advice and assistance to Revenues and Benefits customers, deciding liabilities and recovery actions for Council Tax and Non-Domestic Rates, as well as deciding claims for benefits, discounts and exemptions in accordance with established policies, guidelines and parameters.

### Duties and Responsibilities

This is not a comprehensive list of all the tasks, which may be required of the post holder. It is illustrative of the general nature and level of responsibility of the work to be undertaken.

1. Create, develop and accurately maintain all records and accounts administered across the full range of Exchequer Services.
2. Deal with face-to-face, verbal and written enquiries, using all appropriate methods to obtain a speedy resolution.
3. Assist with the preparation of cases for Court and Tribunals, attending and providing support at such hearings as appropriate.
4. Initiate contact with residents, internal departments and external organisations via the appropriate route to achieve team and individual objectives.
5. Create and monitor arrears and payment arrangements and/or client contributions and instigate appropriate recovery action in accordance with regulations and council policy.



6. Identify customers that fall within agreed vulnerable groups and record actions taken accordingly.
7. Identify irrecoverable debt and cases of suspected financial abuse, fraud, and take appropriate action.
8. Identify accounts/cases that have overpaid, process eligible refunds in line with council guidelines, ensuring all documentation is accurate and valid.
9. Undertake quality checks and complete appropriate documentation in accordance with verification requirements, Council procedures, National Guidance and best practice
10. Participate in projects designed to improve the quality of service provided, including testing and reporting on new or upgraded computer systems, also undertake quality checks in accordance with Council procedures.
11. Contribute to the production of procedure notes, manuals and documents and review on a regular basis.
12. Contribute to the production; implementation and monitoring of team plans and setting clear objectives, goals and targets to ensure that Divisional & Team Plans are met.
13. Participate in all aspects of training and personal development. "This could include participation in forums, meetings, presentations etc. when required, ensuring accurate information and / or minutes are taken."
14. Conduct the training and development of colleagues.
15. Identify and examine disputed decisions and take the necessary action to amend, supersede, confirm the decision or refer the case to the Team Manager as a potential appeal in accordance with Disputes and Appeals Regulations Create, develop and properly maintain all records and accounts administered within Revenues & Benefits.
16. Any other duties commensurate with the grade that assists the Division in meeting its objectives and contributes to personal development.

## Knowsley Better Together – Staff Qualities





## **Health and Safety**

- To use equipment as instructed and trained.
- To inform management of any health and safety issues which could place individuals at risk.

## **Data Protection and Information Security**

- Implement and act in accordance with the Information Security Acceptable Use Policy, Data Protection Policy and GDPR.
- Protect the Council's information assets from unauthorised access, disclosure, modification, destruction or interference.
- Report actual or potential security incidents.