



JOB PROFILE

Post No.	
Post Title:	Revenues & Benefits Apprentice (Revenues)
Unit/Team:	Revenues & Benefits
Grade:	B
Service:	Finance & Performance
Reports to:	Senior Revenues & Benefits Officer (Billing)
Issue Date:	December 2025

PURPOSE OF THE JOB

To undertake a program of practical work experience and formal study to achieve a recognised professional qualification. The apprentice will provide foundational support to the Revenues & Benefits Service, learning the accurate administration of Council Tax, Non-Domestic Rates, and Recovery procedures under close supervision, thereby contributing to the service's long-term capacity.

1. ESSENTIAL FUNCTIONS AND RESPONSIBILITIES

Learning and Foundational Administration

- **Data Entry and System Maintenance:** Accurately input routine changes into the core Revenues system, such as new liability addresses, change of tenancy dates, and basic payment plan setups.
- **Document and Information Management:** Learn to verify and process supporting documentation (e.g., landlord tenancy agreements, evidence for Single Person Discount) ensuring all records are correctly scanned, indexed, and filed.
- **Basic Correspondence:** Prepare standard letters, emails, and forms related to Council Tax and NDR queries, ensuring they are clear and adhere to templates.
- **System Integrity:** Assist the Lead Officers and R&B Officers with essential control tasks, such as running system reports, checking data integrity, and identifying basic anomalies.
- **Refund and Write-Off Prep:** Assist in compiling documentation required for higher-level staff to check and authorise refunds or write-offs.

Customer Contact and Support

- Enquiry Handling: Act as the first point of contact for routine, non-complex customer enquiries via telephone, email, and post, answering questions regarding general liability and payment dates.
- Signposting: Effectively triage customer enquiries, referring complex issues (e.g., recovery action, detailed account analysis, or benefits claims) to the appropriate R&B Officer or Lead Officer.
- Professional Conduct: Learn to manage customer expectations and maintain confidentiality while providing accurate and empathetic service.

Professional Development and Compliance

- Study Commitment: Fully commit to and successfully complete all formal study elements of the apprenticeship program, including portfolio building, training, and final assessment.
- Statutory Knowledge: Develop a fundamental understanding of the core Council Tax and NDR legislation, policies, and procedures to ensure all work adheres to legal requirements.
- Team Support: Actively support the team in managing the high-volume workload, demonstrating a flexible attitude and willingness to assist across both the Billing and Recovery functions.
- Follow Procedures: Work under direct supervision, strictly adhering to written procedures and controls to ensure a high standard of accuracy and minimize errors.

2. OTHER DUTIES AND RESPONSIBILITIES

- Any other reasonable duties as may be required by the Revenues & Benefits Manager from time to time including one-off projects.
- Bring to the attention of the Senior Officers any issues affecting the delivery of the service.

3. SUPERVISORY RESPONSIBILITIES

- None

4. FINANCIAL RESPONSIBILITIES (Eg Raising Purchase Order, Budgetary Responsibility, Income Generation)

- Responsible for protection of public funds through correct administration of Local Taxation, the benefits system and other financial assistance

5. RESPONSIBILITY FOR ASSETS AND DATA (Eg Equipment, Vehicles, Supplies, Databases)

- Responsibility for all the assets within the team, such as IT and office furniture and equipment, and data, especially confidential personal data of all customers

6. EXTENT OF PUBLIC CONTACT

- Residents
- The Police and Department for Families and Children.
- Department for Work and Pensions
- Voluntary and statutory agencies.
- GP's, Health Visitors, Mental Health Resource Centre, Occupational Therapists, Housing Associations.
- Other local authorities, solicitors and other professional organisations.
- CAB and Mediation Services.
- Other services within the Council and Senior Officers within Housing and other services.
- Councillors and the MP.

7. WORKING CONDITIONS AND ENVIRONMENT

Hybrid

8. CORPORATE RESPONSIBILITIES

All staff have to act within the Council's rules and follow all reasonable management requirements. These are contained within: the Council's Standing Orders, Employment Policies, Constitution and Code of Conduct for Employees. Other documents may be introduced at times setting out rules of the Council. These will cover responsibilities and requirements for the following:

Financial Accounting
Equality and Diversity
Health and Safety
Risk Management
Anti- Fraud
Data Quality and Data Protection
Business Continuity
Major Emergency Plan
Procurement and Contract Management
Safeguarding of Children and Vulnerable Adults

Copies of the relevant rules and policy are available on the staff intranet or from your manager

In addition, all employees are expected to behave in line with our Values and Behaviours and challenge other employees whose behaviour is against our values.

9. KNOWLEDGE, SKILLS, EXPERIENCE AND QUALIFICATIONS

Refer to Person Specification attached.

Signed as agreed:	
Postholder	Date

PERSON SPECIFICATION



Post: Revenues & Benefits Apprentice (Revenues)

For effective performance of the duties of the post the postholder will be able to demonstrate that they have the skills and/or knowledge detailed in 'Essential Criteria'.

Criteria	Essential/ Desirable	Method of Assessment
Minimum of 4 GCSEs (or equivalent) including Maths and English at Grade C/4 or above.	E	A, D
Strong numerical skills and the ability to compose clear, professional written communication.	E	A, I
Proficient in Microsoft Office (Word, Excel) and a willingness to quickly learn complex internal software systems.	E	A, I
A demonstrable commitment and enthusiasm for starting a long-term career in Local Authority Revenues.	E	A, I
Highly organized, proactive, reliable, and able to strictly follow detailed instructions.	E	A, I
A willingness to work closely with and learn from experienced Lead Officers and Operational Officers.	E	A, I
A commitment to work within our CAN DO values	E	A, I

Application	A
Interview	I
Test (written, presentation, practical – eg word processing)	T
References	R
Documentary – eg certificates	D