

# JOB DESCRIPTION

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## Job Details

Job Title: **REVENUES OFFICER (BENEFITS)**

Post Number: POST000180

Directorate: Resources

Section: Revenues and Benefits

Post Grade: Tier: 5, Grade: D

Responsible to the Benefits Team Leader

Responsible for N/A

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## Job Purpose

- Responsible for the prompt and accurate processing of new and change events for Housing and Council Tax Benefit, maintaining records for the collection of Council Tax in respect of these claimants and recovering outstanding overpayments of benefit ensuring a fair and efficient service to claimants in accordance with the Council's standards.
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## Main Responsibilities

- Administration of Housing Benefit and Council Tax Benefit claims and change events including ensuring all relevant information is provided to ensure the Council's responsibilities to vulnerable people are carried out to appropriate standards.
- Assessment of entitlement and case reviews to ensure accuracy of benefit entitlement.
- Determination of eligible rent for benefit purposes, using own judgement and experience, and communication with the Rent Officer Service in connection with the determination of reasonable rents to ensure correct and timely payment of benefit.

- Responsibility for identification of potentially fraudulent benefit claims to protect public funds.
  - Assessment of liability for Council Tax, including granting any discounts and exemptions, and subsequent maintenance of those accounts to enable timely and accurate calculation and payment of benefit entitlement.
  - Communication with payers and claimants in person, by telephone and by letter, to provide advice and guidance on the claiming of all Welfare Benefits, Council Tax discounts and advice on the payment of Council Tax accounts and arrears.
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## **Decision making**

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## **Financial Responsibilities**

- Contributes to payment of benefits to vulnerable people.
  - To make decisions associated with the payment of Housing Benefits and Council Tax Support.
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## **Key Contacts / Relationships**

- Communication with other areas of the Council:
    - Housing Options
    - Fraud Team
    - Revenues and Control Teams
  - Outside Agencies:
    - Pension Service
    - Job Centre Plus
    - Landlords
    - Benefit claimants
    - Other Local Authorities and public utilities.
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## **STANDARD CLAUSES**

### **Health and Safety**

You will take reasonable care for your health and safety and have regard to other persons who may be affected by the performance of your duties in accordance with the provisions of Health and Safety legislation, Erewash Borough Council's Corporate Health and Safety Policy Statement, associated protocols and health and safety management systems.

You will exercise proper care in handling, operating and safeguarding any equipment, vehicle or appliance provided, used or issued by the Council or provided or issued by a third party for individual or collective use in the performance of your duties.

### **Equality and Diversity**

You will uphold Erewash Borough Council's Equality and Diversity policies and practices in accordance with the Council's policy and Equality Scheme. Erewash Borough Council will make any adjustments considered reasonable to the above duties under the terms of the Equality Act 2010 to accommodate a disabled employee.

### **Training**

You will keep under review your own training and developmental needs and keep yourself informed of current issues and be alert to Erewash Borough Council's and other relevant bodies training programmes and policies. You will be required to attend, from time to time, training courses, conferences, seminars or other meetings as required by your own training needs and the needs of the service.

### **Performance Management**

You will ensure compliance with the Council's employee performance standards and take the appropriate action to address issues that may arise. You will comply with the Council's Data Quality Policy to ensure that all Council information you are responsible for is accurate, complete, up to date and fit for purpose.

### **Confidentiality**

You will comply with and/or ensure compliance with the Council's Data Protection Policies and the Data Protection Act and other relevant legislation. You will ensure that confidentiality is respected and maintained at all times. Where appropriate you will work with computers, new technology and associated systems as required and support staff in its use. You will comply with the regulations as set out in the Council's ICT Information Security Policy.

### **Customer Care**

You will promote and deliver fair and high quality customer care services that are sensitive and responsive to customers and in accordance with Erewash Borough Council's Customer Care and Equality Policies.

## **Environmental**

Erewash Borough Council is committed to protecting the environment and reducing its carbon emissions. It is therefore the responsibility of all employees to minimise their impact on the environment whilst working for the Council.

## **Safeguarding Children and Vulnerable Adults**

All employees and Councillors have a duty of care for the safeguarding of children and vulnerable adults. Any concerns about the behaviour of a member of staff or service users must be reported immediately, in confidence, to a Safeguarding Lead. Posts working directly with children and/or vulnerable adults will be designated to require a Disclosure and Barring Service (DBS) check before appointment and a recheck every 3 years.

## **Other Duties**

This job description sets out the duties and responsibilities of the post at the time when it was drawn up. Such duties and responsibilities may vary from time to time without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and cannot themselves justify a reconsideration of the grading of the post. Any changes which are of a permanent nature will, following consultation with you, be included in the job description in specific terms and will be formally issued to you.

**Produced by: Exchequer Services Manager**

**Date: 27<sup>th</sup> November 2009**

**Version: 1.1 – February 2025**

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## **Declaration**

I understand and accept the job duties and responsibilities contained in this job description.

Signed..... Dated.....

# PERSON SPECIFICATION

**Job Title:** REVENUES OFFICER (BENEFITS)

**Post Number:** POST000180

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## EXPERIENCE

### Essential Criteria

- Experience of administrative procedures and of working with computerized systems. A,I

### Desirable Criteria

- A working knowledge of the relevant benefits legislation and overpayment recovery methods, sufficient to make judgements and advise payers and claimants. A,I
  - A good knowledge of local government, Council's procedures and systems for Benefit Administration and Council Tax. A,I
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## QUALIFICATIONS

### Essential Criteria

- A good standard of education or work experience relevant to the post. A,I,D

### Desirable Criteria

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## SKILLS & KNOWLEDGE

### Essential Criteria

- Ability to work on own initiative and to apply judgement. A,I
- Good numeracy and literary skills. A,I,D
- Ability to deal competently and diplomatically with members of the public, sometimes in difficult situations, at the same time promoting a positive and caring image for the Council. A,I

### Desirable Criteria

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## **OTHER REQUIREMENTS**

### **Essential Criteria**

- An enthusiastic attitude, willingness to learn and a team player committed to quality of work. |

### **Desirable Criteria**

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### **ASSESSMENT KEY:**

A Application | I Interview | T Test | D Documentation

**Version: 1.0 – 1 April 2013**