

Epsom & Ewell Borough Council

Role Profile

Role Title:	Benefit Assistant
Job Family:	Administrative Support
Service:	Revenues and Benefits
Location:	Town Hall
Reporting To:	Benefits Team Leader

Role Purpose:	To provide effective administrative support to the Benefit service.
<i>Why the role exists and its contribution</i>	As a member of the council's team, contribute to the achievement of the Council's corporate vision, behaviours and priorities and the development of the Council's positive high performing culture.

Main Duties and accountabilities

Service Specific	<ul style="list-style-type: none"> • Prepares and scans incoming documents received by post and imports to the document management system. • Indexes documents and emails on the document management system for Division staff to access ensuring appropriate correspondence type and work flow actions are set correctly. • Envelopes outgoing post not dealt with by external printers and despatch daily (including valuable items) in conjunction with the Revenues Assistant • Provides first line telephone and email support for incoming customer communications • Saves relevant computer output in electronic folders for staff, ensures output is actioned, chases up un-actioned reports. • Deals with archiving of old Benefit files and documents in line with retention policy. Deletes historic indexed batches on DMS. • Deals with post opening procedures as part of secure corporate post opening team when required. • Keeps printers and photocopiers fully stocked with consumables. • Maintains the stocks of stationery, leaflets and forms used by the team assisting with orders as appropriate. • Deal with trace enquires from the DWP and other organisations as required
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	<ul style="list-style-type: none"> • Cover the duties of other departmental assistants when required
Generic Duties	<p>Administrative Support</p> <ul style="list-style-type: none"> • Working under instruction, provide a good all round administration service that supports with the delivery of the corporate plan, vision, behaviours, corporate identity and key messages and promote effective corporate working across the organisation • Participate in learning provided to perform the role successfully and to the standards expected. Take an active interest in developing skills to develop sound administrative support • Meet designated administrative tasks within specified timeframes as set out in the agreed work schedule. Deliver targets in line with the relevant standard operating procedures and contribute to My Performance Conversations • Maintain and refresh established systems and processes by keeping abreast of and responding to current and future service needs and assist with the review of relevant business processes to ensure standard administrative systems and service related procedures continue to be fit for purpose • Be responsible for dealing with allocated service requests from members of the public, external organisations and other services. Provide a seamless and high quality service to ensure that routine customer enquiries are dealt with efficiently and more specialist support is sought from colleagues where appropriate • Collate, record and present team data in accordance with the Council's performance measurement systems and share this as requested with other officers and members • Ensure effective flow of communication within your team and sharing of information to and from other services across the council • Organise service related meetings including the co-ordination of agendas, attendees, minutes and room bookings • Assist with postal requirements for your team including the opening, scanning, recording, collection, distribution packing etc. of post. • Carry out day to day maintenance of office equipment such as photocopiers, scanners, printers etc. and liaise with service engineers regarding service requirements.

	<ul style="list-style-type: none"> • Ensure the team has the necessary and basic facilities to deliver the service effectively including access to files, contacts, stationary and equipment
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The key decision making areas in the role

Makes appropriate referrals to other Division members.

Organises workload and priorities.

Knows when to escalate issues and to whom.

Proactively identifies where additional support is required and assists where able.

Customers and contacts

Knowledge of other service areas within the Council/Authority such as Town Hall Support, ICT.

Has contact with internal and external customers and understands their needs.

Dimensions of the role

Financial	Non-financial
	<ul style="list-style-type: none"> • Imports or scans and indexes 16,000 revenues and benefits documents per annum • Handles large volumes of sensitive data each day

Person Specification

Qualifications and Training	Essential (E) or Desirable (D)	Application	Interview/ Assessment
Business Administration Qualification	D	X	
ICT Level 2 Qualification or above	D	X	
Knowledge and Experience			
Ability to scan and index documents to a document management system	E	X	
Recent experience of working in a Housing Benefit /Council Tax Support section run by or on behalf of a Local Authority	D	X	
Experience of dealing with the public face to face and on the telephone	D	X	X
Knowledge of Housing Benefit regulations and Council Tax Support schemes	D	X	X
Knowledge of Microsoft Office products – particularly Excel and Word	E	X	X
Competent and confident with basic ICT – Using the internet, sending emails, saving documents	E	X	X
Skills			
Good inter-personal skills	E		X
Effective written and oral communication skills	E	X	X
Ability to work under pressure and to tight deadlines	E	X	X
Ability to work with minimum supervision	E	X	X
Ability to organise and prioritise own workload.	E	X	X
Good team player	E	X	X
Additional Requirements			
Satisfactory BPSS check	E	X	X