

Job Description

Post title	Revenues and Benefits Apprentice	Post ref	TBA
Department	Finance, Revenues and Benefits		
Grade	The first 6 months will be paid at Apprenticeship rate (£8.00), followed by National Minimum Wage rate (dependent on age) for the remainder of the apprenticeship.		

Overall job purpose

The Council's Revenue and Benefits team are looking for an enthusiastic, motivated and hardworking person to join us as an apprentice. If successful, you will support the team to provide a high standard of service to our customers by telephone and email and ensure we meet our customers needs. You will be involved in general administrative duties, data entry and income management.

The role will include some time working at the Civic Centre on Chesterfield Road in Mansfield, and some time working from home. You will undertake the level 3 Business Administration Apprenticeship with West Nottinghamshire College.

Reporting relationships

Reports to:	Revenues Team Leader
Responsible for:	No supervisory responsibility

Key tasks and responsibilities – post specific

To work with colleagues to develop knowledge to provide internal and external customers with high standards of service relating to all aspects of Revenues valuation and billing.

To support the Revenues & Benefits Systems Admin Team with administrative tasks, data entry and income management using accuracy and attention to detail

To develop knowledge of aspects of Benefits and Debt Recovery affecting Revenues, gaining and developing an understanding of business processes and the 'hands on' approach of excellent service delivery

To develop knowledge of the council's internal departments and external agencies to develop awareness of the importance of good working relationships and enable effective signposting for customers.

To develop customer service skills to a high level, adapting to different situations and communication methods and understand when appropriate to refer to a Team Leader.

To work with colleagues to develop critical thinking and questioning skills to identify issues, problem solve and meet customers' needs.

To develop the required skills and knowledge to make follow up calls and issue written communications where necessary

To comply with Information Security and Data Protection policy and principles

To undertake any other tasks as agreed with the Revenues Team Leader

Key tasks and responsibilities – corporate

Operate according to the Council's corporate values and codes of behaviour.
Ensure that at all times all Health & Safety legislative requirements are met; that the Council's Health & Safety Policy, its arrangements and procedures are implemented. This includes, where applicable, taking responsibility for personal health and safety and having regard to other persons affected by the performance of the duties of the post; ensuring that risk management objectives are delivered and other risk management activities are effectively implemented and monitored.
Exercise proper care in handling, operating or safeguarding any equipment, vehicle or appliance provided, used or issued for the performance of the duties of the post.
Have a commitment to and understanding of the Council's approach to equality and diversity and promote and deliver fair, sensitive and quality services.
Comply with all relevant Council policies and procedures including code of conduct, financial regulations, HR policies / procedures, Data Protection, Freedom of Information Act and ICT Codes of Practice.
Adhere to relevant working practices, methods and procedures including undertaking relevant training and development as required and respond positively to new and alternative ways of working.
Carry out any other reasonable duties and responsibilities commensurate with the grade and level of responsibility of the post.
Engage with digital models of service delivery and support the implementation of digital working methods.
Manage and / or use resources in ways that ensure value for money and support the commercialism agenda.
Demonstrate a commitment to the delivery of excellent service for all customers and service users.

Employee signature			
<i>This job description represents a statement of the duties of the post but does not include all minor duties. It is inevitable that over time the nature of an individual post will change and existing duties many be lost and others gained without changing the general character of the duties or the level of responsibility. As a result the Council expects that this job description and person specification will be subject to revision.</i>			
Employee signature:		Date:	