



Revenues and Benefits Officer

Job Description and Person Specification

Directorate:	Finance and Governance	Service:	Revenues and Benefits
Responsible to:	Senior Council Tax and Benefit Service Officer	Responsible for:	
Grade:	6		
Location:	Civic Centre, Poulton-le-Fylde		
Job Purpose:			
To administer the Housing Benefit (HB) and Localised Council Tax Support schemes, and the Council Tax database, in accordance with regulations and Council practice and procedure and to assess Crisis resilience applications and make provisional decisions. To also manage enquiries to completion, received via all channels, including face to face, telephone, post, online portal/forms, email, live chat and ensure the accuracy of software systems on a rota basis.			

Key Tasks & Responsibilities:
To calculate entitlement to Housing Benefit and Localised Council Tax Support via council benefits software systems in accordance with relevant benefits legislation and council policy. To verify all evidence/information submitted in respect of applications for benefit, and reported changes in customer's circumstances, ensuring that it is complete and meets agreed evidence requirements. To ensure working-age claimants HB entitlement is ceased as required in accordance with Universal Credit (UC) legislation/DWP direction. To ensure supported accommodation and homeless claims are calculated in accordance with strict legislative criteria, liaising closely with the Housing options team to ensure accurate information and relevant support is provided for homeless claims. To assess Crisis Resilience Fund (CRF) applications ensuring sufficient supporting evidence is supplied and make a provisional decision on eligibility, along with assessing CRF applicants needs for signposting to resilience services within the communities team.

To refer any suspected fraudulent claims/ customer actions to the Compliance Team, or by direct referral to the relevant department within the DWP

To take action to recover overpaid housing benefit by the most successful method dependant on the customers circumstances, via clawback or referral to the Recovery/Compliance team.

To liaise with the compliance team in order to enable them recover overpaid housing benefit/unpaid council tax by the most effective and appropriate recovery method

To update and maintain the Council Tax database, actioning changes notified to the Council through a range of channels (including email, CAR and CXM), using relevant systems to verify information, and processing automated data uploads from external agencies.

To apply in depth knowledge and experience to determine whether automatic system updates from DWP files are accurate and effective from relevant dates,

To determine reconsideration/requests for revision, in respect of housing benefit/council tax support/council tax as required.

To handle all incoming face to face, telephone, "live chat", post, online portal/forms, email, and integrated software system contacts regarding Benefits, Council Tax, and other relevant services as required on a rota basis, working from home, in the office and other remote venues if required.

To refer/sign post "at risk" customers for relevant support (whether the risk is to themselves or others) to the police and where relevant to the councils Health Partnership early actions officer.

To represent the council in appropriate venues as required in order to provide help and assistance to council customers in relation to Housing Benefit, Localised Council Tax Support, Council Tax, and other council services as required.

To ensure confidentiality of all evidence/information held on Revenues and Benefits, CXM and EDMS software systems.

Progression through the increments of the post's Scale 6, and remaining at the top of the scale, requires the consistent completion of work across Housing Benefit, Council Tax Support, Crisis Resilience Fund and Council Tax administration, with a minimum accuracy rate of 95% and an average output of five items per hour over a continuous three-month period

The post holder may be expected, upon request, to fulfil any duties commensurate with his/her grade and falling within his/her expertise.

Corporate Responsibilities:

The postholder will be expected:-

- To adopt a flexible approach to changing patterns of work and undertake such other duties as are consistent with the job purpose and grade of post.
- To promote best practice in meeting the requirements of Health and Safety legislation and Council policy, and comply with other relevant statutory legislation.

- To carry out duties in accordance with the Council's policy on equality and diversity.
- To accept that everyone has a right to their distinct identity, treating everyone with dignity and respect and ensuring that what our customers tell us is valued by reporting it back into the organisation.
- To provide quality services that are what our customers want and need, giving customers the opportunity to comment or complain if they need to, working with them to identify what needs to be done to meet their needs and informing managers about what customers say in relation to the services delivered.
- To develop oneself and others making every effort to access development opportunities and contribute effectively by participating in the Council's performance management scheme.
- To be responsible for Data Quality.
- To demonstrate a high standard of probity in the use of council resources and where a nominated budget holder manage spending within available resources.
- To support the delivery of the Council's Climate Change Strategy and Action Plans to achieve net zero in 2050.

QUALIFICATIONS	ESSENTIAL/ DESIRABLE	ASSESSMENT METHOD
Able to demonstrate appropriate levels of workplace literacy and numeracy to NQF Level 2 or equivalent.	Essential	Application/Interview
Good general level of education including the achievement of GCSE's at grade 6 or above in Maths and English	Essential	Application/Interview
ECDL or other relevant computer qualification	Desirable	Application/Interview

SKILLS	ESSENTIAL/ DESIRABLE	ASSESSMENT METHOD
Ability to project a positive and professional image of the Council at all times.	Essential	Application/Interview
Ability to deal with council customers on a "one to one" basis, both in person and over the phone, communicating in language they understand and accept.	Essential	Application/Interview
Ability to handle sensitive issues in a professional and courteous manner.	Essential	Application/Interview
Ability to accept changes to working practices and procedures.	Essential	Application/Interview
Ability to maintain client confidentiality	Essential	Application/Interview

Knowledge of the Housing and Council Tax benefit regulations.	Desirable	Application/Interview
Knowledge of the Council Tax administration regulations.	Desirable	Application/Interview
Knowledge of the criteria for claiming various state benefits.	Desirable	Application/Interview
Knowledge of the Council Tax debt recovery procedure.	Desirable	Application/Interview
Knowledge of the evidence requirements in support of claims for housing and Council Tax benefits.	Desirable	Application/Interview
Ability to use various computer software systems.	Essential	Application/Interview

EXPERIENCE	ESSENTIAL/ DESIRABLE	ASSESSMENT METHOD
Experience in processing housing benefit and Council Tax Support claims/changes in circumstances, Council Tax enquiries and Crisis Resilience Fund applications	Desirable	Application/Interview
Post holder must have experience of dealing with difficult situations over the phone or on a face to face basis.	Essential	Application/Interview
Previous experience and ability to work as part of a team.	Essential	Application/Interview
Experience of working in a busy office environment.	Desirable	Application/Interview
Experience in using the NEC Revenues and Benefits software system.	Desirable	Application/Interview
Experience in using the NECDM software system.	Desirable	Application/Interview
Experience in using CXM systems	Desirable	Application/Interview
Experience in processing Council Tax enquiries.	Desirable	Application/Interview

ADDITIONAL REQUIREMENTS	ESSENTIAL/ DESIRABLE	ASSESSMENT METHOD
Demonstrate commitment to equal opportunities together with a clear appreciation of equalities issues	Essential	Application/Interview
Regular and Reliable Service	Essential	Application/Interview
Demonstrate behaviours that support our values	Essential	Application/Interview
To demonstrate, within 6 months of appointment, the ability to process claims for Housing and Council Tax benefit and Council Tax enquiries via the NEC Revenues and Benefits software system.	Essential	Application/Interview

**Our Values are key to delivering our vision, plans and strategies.
All Behaviours listed are essential to the post.**

			
Professional	Innovative	Collaborative	Customer focused
In being professional we...	In being innovative we...	In being collaborative we...	In being customer focused we...
• Have pride in how we represent the council • Treat people with respect and consideration • Are conscientious and carry out our work to a high standard • Carry out our work activities in an honest and ethical manner	• Proactively embrace change and learn from our mistakes • Challenge and constructively question existing processes • Make best use of our resources to provide excellent services • Encourage creative thinking with colleagues and peers	• Communicate effectively with colleagues and stakeholders • Develop productive relationships and achieve the best results • Recognise and embrace the knowledge and skills of others. • Embrace the concept of one team one council and all work together	• Strive to provide excellent services • Understand our customers' needs and consider things from their perspective • Effectively communicate and manage expectations • Actively seek ways to maximise customer satisfaction

Special Conditions:

(e.g. Weekend work, shift allowance, car/mileage allowance)

- The council operates a strict non-smoking policy.
- Casual car user allowance. Casual Car User's will be paid at the middle band. You will be required to provide your own means of transport.
- The post holder is required to provide sight of their passport or other supporting documentation as dictated by the DWP in order to obtain clearance to be allowed to access information held on DWP databases.
- The council operates a "hybrid" working regime under which the post holder may be required to work from home on a rota basis using council provided equipment (laptop, key board, additional screen, headphones) that the post holder will be required to store securely at home.

Prepared by: Marie Buckley

Date: June 2026

Post Holder Signature:

Date: