Job Description and Person Specification

Revenues and Benefits Officer

Job Details	
Service Area	Finance
Service	Revenues and Benefits
Grade	4
SCP Range	20-25
Post Number	POST000867
Location	Cambourne
Reports to	Delivery Team Leader
Responsible for	N/A
Key Contacts Internal	Chief Officers and Colleagues. Housing Department. Customer Contact Service. Housing Advice and Homelessness. Legal. Environmental Health. Communities Team. Accountancy. Internal Audit. Planning. Building Control
Key Contacts External	Members of the Public. Elected Members. Citizens Advice Bureau. Benefit Advice Agencies. Representatives. HMRC (Her Majesty's Revenue and Customs). HMCTS. Valuation Office Agency. Enforcement Agents. Landlords. Rating Agents. Audit

Job Purpose
This role contributes to the collection of income from Council Tax, Business rates, rent and corporate debt. Administering of Housing Benefit, Council Tax Support. Awarding Discretionary schemes including the Crisis and Resilience Fund, Section 13a and any other schemes that arise. The role ensures compliance with Council policies and legislation while achieving key performance targets.

Responsibilities
Determining Housing Benefit and Council Tax Support claims accurately to meet the Councils'

performance targets.

- Determining and awarding discretionary awards under the Crisis and resilience fund scheme

Processing financial transactions and records

- Administering payments, refunds and write-offs in line with Council policy.

Managing council tax and business rates, HRA rent accounts and Sundry Debts accounts

- Administering liabilities, and collecting Council Tax, Business Rates, Rents and Sundry Debts and HRA rents to achieve collection targets.
- Determining discounts, disregards and exemptions and discretionary awards in accordance with relevant legislation and local provisions.

Supporting system development and maintenance

- Assisting in identification, development and implementation of improvements in service delivery using available technology including maximisation of automation.

Coordinating property valuations and exemptions

- Liaising with Valuation Office Agency for timely property assessments and changes.
- Reviewing reliefs and exemptions periodically to ensure compliance.

Ensuring recovery of money owed to the Council including providing financial guidance and support

- Negotiating arrangements with customers to clear outstanding amounts.
- Issuing reminders, notices and court summonses for non-payment cases.
- Providing income, budgeting, welfare benefits and debt advice to customers. Signposting customers to relevant agencies for comprehensive financial advice.

Implementing enforcement measures

- Instigating appropriate action for effective debt recovery while considering customer circumstances. Issuing liability orders, attachment orders and enforcement agent referrals for unpaid debts.

Dealing with enquiries from customers and agents and other stakeholders via telephone, email, forms and letters.

Requirements	
Knowledge	Possess comprehensive knowledge of legislation relating to at least one of the following. · Housing Benefit / Council Tax Support. · Council Tax · Business Rate including discretionary schemes · Housing Rent account -rents · Corporate Debts (Sundry Debtors)
Knowledge	To have excellent IT skills, including knowledge of Microsoft Office. Civica Open Revenues, including workflow and automation or another operating

	system.
Knowledge	Have an understanding of fraud prevention within a Revenues and Benefit environment.
Experience	Have experience working in local government working within benefits or a revenues environment.
Education	Have a good standard of general education, undefined Mathematics and English GCSE or equivalent.
Qualifications	Have an IRRV qualification or equivalent experience.
Skills	Possess sound interpersonal, written and oral communication skills with a caring and professional manner.
Skills	Possess the ability to work accurately and efficiently while meeting performance targets.
Skills	Be skilled in working collaboratively as part of a team while maintaining individual effectiveness.
Other	Display self-motivation and maintain a customer-focused approach when dealing with difficult situations.

Risks

Display Screen Equipment

General Responsibilities

- The listed responsibilities are not exhaustive.
- Tasks may change over time without altering the role's nature, level of responsibility, or grade.

Environmental Commitment – "Being Green to Our Core (GTOC)"

- GTOC is a central priority in the Council's Corporate Plan.
- Every role contributes to reducing carbon emissions and promoting sustainability.
- Staff are encouraged to make environmentally responsible choices in:
  - Travel
  - Procurement
  - Daily workplace habits
- This shared responsibility supports the Council's Net Zero goals and a greener, fairer South Cambridgeshire.

Values

South Cambridgeshire District Council

