

Job Profile

Revenues and Benefits Officer

Grade E

Date Created: 21st June 2022

Hay ID

About the Job

- Undertake tasks to support the Revenues and Benefits Service Delivery Manager in delivering the Council's Revenues and Benefits Service and contribute to the delivery of the council's strategic and corporate objectives and Service Plan.
- This is one of several posts that will work flexibly as a team ensuring the service is delivered effectively, efficiently and customer focussed.
- Manage a personal workload appropriate to the skills and abilities of the post holder as determined by their line manager.

This is what we need you to do...

- Carry out all day-to-day activities necessary for the efficient and effective billing and collection of council tax and business rates in accordance with legislation.
- Invoice and collect Sundry Debts and Commercial rents on behalf of service units ensuring effective liaison with them on recovery and service-related matters.
- Issue of housing benefit overpayment invoices, monitoring arrangements with debtors and taking appropriate action to recover unpaid debts.
- To decide and implement the most effective option to recover outstanding debts including referral to the Enforcement Agent, attachment to earnings, deduction from benefit, issue of pre-committal and pre-bankruptcy letters or County Court action.
- The ability to identify and support customers that are vulnerable, encouraging the take-up of available benefits and discounts, negotiating debt repayment plans and applying discretion where necessary.
- Administer applications to housing benefit and council tax support, efficiently and accurately and in accordance with benefit regulations and guidance.
- Ensure that housing benefit payments and overpayments are correctly calculated and coded for subsidy purposes.
- Deliver excellent customer service when dealing with customers and stakeholders providing explanations and clarification of decisions and actions taken relating to legislation, policy, and procedures. Signpost residents to additional/alternative support where it is outside the remit of the Revenues and Benefits service area.
- To assist with the preparation of cases for court and Tribunals, providing support at such hearings as appropriate
- Carry out visits within the area to refer new builds, deleted properties and changes to the Valuation Office Agency
- Ensure all amendments to the Council Tax Valuation List and the Non-Domestic Rating List are actioned and reconciled.
- To support in the council's counter fraud strategies and initiatives and to support the DWP in the Single Fraud Investigation Service
- To ensure a full working knowledge of relevant legislation and IT applications to enable the efficient carrying out of the duties
- Contribute to the delivery of service plans to meet the council's corporate plan priorities in accordance with the requirements of the Service Manager
- Maintain and develop constructive relationships; generate effective engagement and clear communication creating a collaborative working environment that drives performance and continuous service development.
- Demonstrate a commitment to personal and professional development, working with managers to identify any gaps in skills, knowledge and expertise and plan for improvement.
- Consider the financial implications of any activities affecting the

use of council funds, seeking best value for money, and identifying or recommending more cost-effective options.

- Take on any other additional duties as reasonably required within Gloucester City Council.
- Work in a flexible and adaptable way with a 'can-do' attitude that gets things done right the first time.

Monitoring and ongoing development of outcomes

As part of the annual appraisal, outcome-based targets will be developed in conjunction with the post holder and will supplement this job profile. The job profile will be subject to regular review and the council reserves its right to amend or add to the accountabilities listed above.

The ideal candidate will have...

Experience

- Experience of coping well under pressure and dealing with difficult situations.
- Experience of using OPENRevenues and Civica Financials software
- Experience of dealing with the public
- Experience of local authority benefits or revenues administration
- Working knowledge of data protection principles
- Working knowledge of relevant legislation, regulations and guidance for day-to-day decision making.

Knowledge, Skills and Understanding

- Computer literate with a working knowledge of Microsoft Excel, Word, Outlook, and Teams.
- Developed and effective organisational skills to be able to prioritise workloads to enable deadlines to be met.
- Ability to communicate effectively with people both verbally and in writing, using tact and discretion where required.
- Ability to assimilate complex and changing legislation.
- Work methodically, accurately, and thoroughly, paying close attention to detail.
- Ability to be an effective team player and contribute to teamwork and team goals.
- Ability to use own initiative, be proactive and self-motivated.

Behavioural attributes

- **Efficiency and Value For Money:** Taking ownership of your work you will work flexibly to provide great services to meet personal, organisational and customer expectations.
- **Forward thinking with Innovation:** Being creative and using your initiative you actively seek to improve services and processes.
- **Making Residents Lives Better:** Delivering good customer services by listening and raising awareness of what we do.
- **Passionate about the City Being:** loyal to Gloucester you take pride in the quality of your work and understand how it improves the reputation and quality of our city.
- **Working Together to make it Happen:** As a team worker you communicate effectively and pursue a 'can-do' attitude in being flexible to deliver quality services.

Expected to perform at level 1 of Gloucester City Council's Employee Behaviours Framework

Education & Qualifications

Essential

GCSEs (5 A-Cs or equivalent, including Maths and English)

*The post is subject to a criminal record check from the Criminal Records Bureau.

