ROCHDALE BOROUGH COUNCIL

JOB DESCRIPTION

Directorate : Resources

Service : Revenues & Benefits

Location : Number One Riverside, Rochdale

Job Title : Apprentice Revenues and Benefits Officer

Training Allowance : £ 9,000 per annum

Accountable to : Revenues and Benefits Team Leader

Accountable for : None

Hours of Duty : 37 per week in accordance with the Service’s Work Life Balance Scheme

Any Special Conditions of Service: The authority operates a Smoke Free Policy for all its employees which applies to any building and associated grounds within the immediate vicinity of the building which is wholly owned, leased or operated and occupied by Rochdale BC

The Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects staff to share this commitment.

Organisational Chart:

Director of Resources
  ↓
Assistant Director of Resources
  ↓
Head of Revenues and Benefits
  ↓
Operations Manager
  ↓
Team Leader
  ↓
Apprentice
Purpose and Objectives of the job
To gain work skills, qualifications and experience to help the apprentice increase their confidence and experience and enable them to apply for further employment with the Council or other organisations on completion of the apprenticeship.

To contribute towards providing the best service possible to the people of the Borough of Rochdale in accordance with the council’s policies and procedures.

Control of Resources
None

Personnel
The apprentice will be self-motivated and able to manage their own workload and training responsibilities.

Financial
The apprentice will work in accordance with the financial regulations and procedures of the Authority.

Equipment/Materials
The apprentice will have responsibility for their own safe use and maintenance of equipment, furniture and materials.

Health/Safety/Welfare
The apprentice will take responsibility for the safety and welfare of themselves and colleagues in accordance with the Health and Safety Policies of the Council.

Equal Opportunities
The apprentice will work in accordance with the authority’s policy relating to the promotion of Equal Opportunities.

Training and Development
The apprentice will take responsibility for identifying their training and development needs in conjunction with placement managers and training providers. They will take responsibility for attending training sessions and producing the work required to complete the full apprenticeship framework.

Relationships (Internal and External)

Internal
Managers and officers within any service or business partnership of the Council, elected members and trade union officials.

External
Partner agency colleagues, members of the public and training providers.

Service Duties and Responsibilities
The apprentice must:

1. Perform his or her duties in accordance with Rochdale BC’s Equal Opportunities Policy.
2. Ensure that Rochdale BC’s commitment to public service orientation and care of our customers is provided.
Adhere to the general guidelines for confidentiality as issued by the Data Protection Registrar.

Values & Behaviours

The apprentice will approach the job at all times using the values set out in the Rochdale Way:

- Valuing our People
- Focusing on customers
- Acting with integrity
- Using time and money wisely
- Working Together
- Always learning and improving

The apprentice must be aware of and apply the Rochdale Way behaviours at all times.

Principal Duties

Apprentices will be assigned to the Council Tax Team but will perform duties across the Collections and Support teams within Revenues & Benefits, the principal duties of which are:

1. To scan and index documentation to the document management system.
2. Data entry and data retrieval from computer systems within Revenues & Benefits relating to Revenues & Benefits collection, recovery and support work.
3. Using IT packages for word processing, spreadsheet and database applications including MS Word and Excel.
4. Supporting colleagues in the service in periods of high demand.
5. General administrative support duties.
6. Using e-mail to receive and distribute data and messages using MS Outlook.
7. Dealing with customer telephone and e-mail enquiries in a courteous and professional manner, taking guidance and advice from Team Leaders and team officers when appropriate.
8. Attending appropriate training to achieve the agreed Apprenticeship qualifications.
9. Any other duties as deemed appropriate by Operations Managers and/or Team Leaders.

Role Description prepared by: Peter Moss Date: December 2017
Rochdale Borough Council
Apprentice Person Specification

Service: Resources  Role: Revenues Apprentice
Section: Revenues and Benefits  Training Allowance: £9000 per annum

Note to Applicants:

The **essential criteria** are the qualifications, experience, skills or knowledge you **must** show that you have.

Any **desirable criteria** are used to help decide between candidates who meet **all** the essential criteria.

The **how identified** column shows how we obtain the information about you.

If the 'how identified?' column says 'application form' next to one of the essential criteria, you **must** include enough information in your application to show **how** you meet the criteria. You should include examples to demonstrate your answer.

The Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects staff to share this commitment.

<table>
<thead>
<tr>
<th>Criteria</th>
<th>E - Essential</th>
<th>D - Desirable</th>
<th>How identified</th>
</tr>
</thead>
<tbody>
<tr>
<td>Filter Questions</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1 Do you live within the boundaries of Rochdale Borough?</td>
<td>D</td>
<td>Application form and evidence</td>
<td></td>
</tr>
<tr>
<td>Qualifications and Experience</td>
<td></td>
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</tr>
<tr>
<td>1 You must have a <strong>minimum</strong> of 4 GCSEs at Grade C or above (including English and Maths), or equivalent.</td>
<td>E</td>
<td>Application form and Certificates</td>
<td></td>
</tr>
<tr>
<td>2 Describe your experience of using computers at home, work college or school and have produced letters, emails and other documents to a high standard.</td>
<td>E</td>
<td>Application form, assessment and interview</td>
<td></td>
</tr>
<tr>
<td>3 Describe your experience of using computers at home, work college or school and have used spreadsheets and databases.</td>
<td>E</td>
<td>Application form, assessment and interview</td>
<td></td>
</tr>
<tr>
<td><strong>Skills and Knowledge</strong></td>
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<td>-------------------------</td>
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</tr>
<tr>
<td>1</td>
<td>Please give details of your ability to communicate clearly, both verbally and in writing.</td>
<td>E</td>
<td>Application form, assessment and interview</td>
</tr>
<tr>
<td>2</td>
<td>Please give an example of when you have worked as part of a team.</td>
<td>E</td>
<td>Application form and interview</td>
</tr>
<tr>
<td>3</td>
<td>Please confirm you are committed to acquiring new skills relevant to the post and attending relevant training courses.</td>
<td>E</td>
<td>Application form and interview</td>
</tr>
<tr>
<td>4</td>
<td>Please give examples of where you have had to deal with members of the public</td>
<td>D</td>
<td>Application form</td>
</tr>
</tbody>
</table>

**Behaviours and Values**

Approach the job at all times using the values set out in the Rochdale Way:
- Valuing our people
- Focusing on customers
- Acting with integrity
- Using time and money wisely
- Working together
- Always learning and improving

Please confirm you are willing to adhere to these values and behaviours.

**Special Working Conditions**

1 | There may be some evening or early morning work to support members of the team. Please confirm you are willing to provide this support if and when required. | E | Application form and interview |