### Stockport Council Job Description

**Post Title:** Revenues & Benefits Officer  
**Service Area:** Revenues & Benefits  
**Directorate:** Corporate and Support Services  
**Team:** Social Care Finance  
**Salary Grade:** scale 4

- **Post Reports to:** Senior Officer (Revenues & Benefits)  
- **Post Responsible for:** No supervisory responsibility

**Main Purpose of the Job:**  
To maintain Revenues and Benefits systems to provide an effective service.  
To assess entitlement to benefits and the contributions for care services.  
To assess liability to pay Council Tax and Business Rates

**Job activities: Summary of Responsibilities and Key Areas:**  
1. To have a detailed knowledge of the regulations required to deliver Revenues and Benefits services.  
2. To manage and maintain customer records.  
3. To deliver billing, recovery, assessment and Client Support functions.

**Additional duties:**  
1. **Customer Services**  
   - To respond in a positive manner to enquiries from customer contact, by phone, letter, email, or in person.  
   - Accurately evaluate the nature of customer enquiries and determine the appropriate action to be taken.  
   - To identify problems, generate solutions handle difficult or potentially aggressive situations appropriately.  
   - To be proactive in making direct contact with customers to discuss:  
     - Payment and recovery on accounts  
     - Applications and assessment for help with Support, Benefits, Discounts and Exemptions.  
   - To take telephone payments.

2. **Technical Knowledge**  
   - To request, collate, check and verify all relevant information necessary to manage Revenue and Benefit Services.  
   - To attend Court to provide support with recovery proceedings.  
   - To identify potentially fraudulent information and refer for appropriate action.
3. Manage Customer records

Duties will include:
- Maintenance of customer databases.
- Changing liability in response to changes in address.
- Assessment of discounts, exemptions and benefits.
- Processing refunds and write-offs.
- Taking recovery action when account not paid.
- Maintenance of Revenues and Benefits Databases.
- Interrogation and updating of Customer records.
- To apply a practical knowledge of Regulations and ICT Systems and Procedures to administer Revenues and Benefits services.
- To create and action a range of system reports.
- Analysis of statistical data and reporting.
- To report errors where identified.
- To provide advice and support on technical /legislative matters to colleagues.

4. Liaison

To consult with other Council sections and outside agencies, maintain good communications and ensure prompt and efficient passage of information.

5. General

To ensure all actions comply with Data Protection Act.
To actively participate in reviewing working procedures and make recommendations for improvements and assist in the implementation of improvements.
To attend and contribute in a positive manner at appropriate meetings
To adhere to Corporate policies and procedures where relevant
To assist in the support and development of other staff
To report errors where identified.

To work positively and inclusively with colleagues and customers so that the Council provides a workplace and delivers services that do not discriminate against people on the ground of their age, sexuality, religion or belief, race, gender or disabilities.

To fulfill personal requirements, where appropriate, with regard to Council policies and procedures, health, safety and welfare, customer care, emergency, evacuation, security and promotion of the Council’s priorities.

To work flexibly in the interests of the service. This may include undertaking other duties provided that these are appropriate to the employee’s background, skills and abilities. Where this occurs there will be consultation with the employee and any necessary personal development will be taken into account.
Stockport Council
Competency Person Specification

Post Title: Revenues & Benefits Officer Scale 4

The criteria listed below represent the most important skills, experience, technical expertise and qualifications needed for this job role.

Your application will be assessed against these criteria to determine whether or not you are shortlisted for interview. Any interview questions or additional assessments (tests, presentations etc.) will be broadly based on the criteria below.

<table>
<thead>
<tr>
<th>Competency</th>
<th>SCORE</th>
<th>Essential or Desirable</th>
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<tbody>
<tr>
<td>Experience of supporting teams and/or projects achieving objectives and dealing with challenges in a responsive and constructive way</td>
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<td>Desirable</td>
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<tr>
<td>Experience of working flexibly across teams to implement change</td>
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<td>Essential</td>
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<tr>
<td>Experience of checking and analysing data and information to inform solutions</td>
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<td>Experience of providing value for money, quality services.</td>
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<td>Essential</td>
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<td>Experience of working in a Local Government or customer focused environment</td>
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<td>Effective interpersonal skills, working with colleagues to achieve positive outcomes</td>
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<td>Essential</td>
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<td>Previous experience of supporting people to manage finances in a care related or advice setting</td>
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<td>Desirable</td>
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<td>Ability to work accurately and to strict deadlines with good attention to detail</td>
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<td>Effective organisational skills</td>
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<td>Analytical skills with the ability to interpret information and identify inaccuracies</td>
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<td>Effective oral, written and presentational communication skills</td>
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<td>Being open to learning, about keeping one’s own knowledge and skill set current and evolving</td>
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<td>Understands and actively supports Stockport Council’s diversity and equality policy.</td>
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<td>To meet Stockport Council’s standard of attendance.</td>
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<td>A willingness to be flexible in a changing environment</td>
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<td>Essential</td>
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Scoring key
0 – Not met essential criteria
1 – Partially meets essential criteria
2 – Meets criteria
3 – Exceeds criteria
4 - Exceptional