**Role Profile – Public Service Delivery x4 vacancies**

There are various public service delivery apprenticeships available at Bury Council – all of which will include working towards a qualification. At the first Interview stage you will be asked to give your preference of positions available from the below list:

1. Business Rates
2. Benefits Assessment
3. Council Tax
4. Welfare Advice Team

**Please see below for a description of each vacancy, along with a list of role specific duties:**

1. **Business Rates**

* Updating the business rates on-line computer system (CIVICA OpenRevenues)
* Processing amendments to the business rate records
* Promoting payment methods and the various reliefs and exemptions available to ratepayers, ensuring maximum take up
* Indexing documents and emails to relevant accounts within the corporate document management system
* Responding to enquiries or correspondence received from customers (or their agents) by email, letter, telephone or face to face
* Understanding the billing and recovery procedures relating to business rates and being able to explain them to customers having regard to the Council’s customer care standards
* Input direct debit details, process amendments and cancellations and notify customers of rejected payments
* Report appropriate changes to enforcement agents acting for the Council in relation to business rates using the enforcement agents on-line web facility
* Initiate and follow up enquiries to locate absconded ratepayers using the internet and web enabled tracing tools
* Identify and prepare write offs to be submitted for approval
* Process cash transfers between ratepayers’ accounts

1. **Benefits Assessment**

* To Support the benefits team and assessment officers in their roles of awarding housing and Council Tax Support.
* Dealing with post on a daily basis.
* Contacting customers to invite them to claim Council Tax Support on the telephone, in writing or via   email.
* Retrieving data from our systems, capturing to claims, checking if a person is liable to claim and signposting them how to.
* Combatting fraud
* Simple updates on the system.
* As the team will be experiencing a number of changes over the next two years being able to adapt to change and quick to learn new skills.
* Work towards the required accuracy level whilst work is being quality checked

1. **Council Tax**

* Initialise and amend the Council Tax on-line computer system (Civica Open Revenues).
* Process amendments to the Council Tax records; promote payment methods and index documents to relevant accounts via the corporate document management system.
* Respond to enquiries and correspondence from the public (or their representative) by written correspondence, telephone, email or face to face.
* Understand the Billing and Recovery procedures in order explain these to customers both in writing and over the telephone having regard for the Council’s customer care standards.
* Input Direct Debit details, process amendments and cancellations as supplied by banks, building societies, and notify customers of rejected payments.
* Report appropriate changes to our Enforcement Agents (bailiffs) or agents acting on the Council’s behalf using the Enforcement Agent’s online web facility.
* Initiate and follow up enquiries to locate absconded charge-payers using the internet and web enabled tracing tools.
* Identify and prepare write offs ready to be submitted for approval.
* Process cash transfers between taxpayers’ accounts.
* Ensure maximum take up of discounts, reliefs and exemptions.
* Work towards the required accuracy level whilst work is being quality checked

1. **Welfare Advice Team**

* Accept referrals for assistance
* Complete pro-formas where necessary
* Ensure referrals are passed to the relevant officers
* Update relevant spreadsheets/systems
* Take calls for the team when necessary
* Arranging visits where necessary
* Monitor team email boxes: ensure queries are passed to relevant officers

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