**TAMESIDE METROPOLITAN BOROUGH COUNCIL**

JOB DESCRIPTION

# SERVICE: EXCHEQUERSERVICES

**JOB DESIGNATION: ASSESSMENT OFFICER**

**JOB ROLE: E**

**GRADE: E**

**POST OBJECTIVES:**

* To provide a high quality service to customers.
* To assess and pay benefits.
* To demand, collect and recover monies owed to the council.

**MAIN DUTIES AND RESPONSIBILITIES:**

**1.** To maintain accurate database records and adhere to data security regulations.

**2.** Respond to correspondence, callers and telephone enquiries in an efficient and polite manner and adhere to corporate and personal targets set.

**3.** To assess benefit claims in accordance with regulations.

**4.** Attend Magistrates Courts/County Court/Tribunals to assist with customers enquiries and make arrangements to pay where appropriate.

**5.** Liaise with colleagues within the organisation and external bodies to ensure accounts are correctly maintained.

1. Undertake such other duties commensurate with the post’s level of responsibility.
2. Maintain high levels of personal performance and ensure all assessments are accurate.
3. Be flexible in working within any assessment role within the service.

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PERSON SPECIFICATION

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# Personal requirements of a successful postholder Category

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| Educational Standard/Qualifications/Membership of Professional Institutions  * GCSE standard or equivalent. D * Good literacy and numeracy skills. E   **2 Specialised Training**   * Customer care / debt recovery / benefits assessment or payments. D   **3. Experience**   * Previous clerical experience. E * Experience of dealing with the public by phone and letter. E   **4. Key Skills**   * Good oral and written communication skills, with the ability to converse at ease E   with the service users/customers and provide advice in accurate spoken English   * Excellent keyboard skills. E  1. **Key Knowledge**  * Experience or knowledge of Housing/Council Tax Benefit and Care Charge   assessments. D   * Knowledge of accounting and recovery of local authority debts. D * Knowledge of local authority payments functions. D   **6. Key Aptitudes and Personal Qualities**   * Ability remain calm and polite under pressure E * A flexible and adaptable approach to work E * Ability to take on new work methods. E |
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**For Information:**

**Category**

1. Essential requirement without which the candidate would be unable to carry out the duties of the post.
2. Desirable features which would normally enable the successful candidate to perform the duties and tasks better and more efficiently than one who did not have the qualifications, training, experience, etc.