



Stockport Council Job Description

Post Title: Administration Assistant (Revenues & Benefits)
Service Area: Revenues & Benefits
Directorate: Corporate and Support Services
Team: Recovery

Salary Grade: 3

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

Main Purpose of the Job: o carry out a wide range of clerical and administrative activities to provide an efficient and effective Revenues and Benefits service .

To support the billing, assessment, client support and collection and recovery for the Revenues and Benefits Service.

Job activities: Summary of Responsibilities and Key Areas:

1. Provide an effective service to customers
2. Maintain databases.
3. Support billing, recovery and assessment and client support functions.
4. Develop and maintain working relationships with internal and external customers.

1. Customer Services

To respond in a positive manner to enquiries from customers, contact could be by phone, letter, email, or in person.

To make or receive direct contact with/from customer to discuss:

payments and recovery on accounts applications /assessment for help with Council Tax, Social Care Charges, Client Support and Leisure Key.

To maintain a high standard of customer care whilst seeking to maximise recovery/ ensure correct calculation of benefits and provide effective client support.

To offer advice /signpost customers to other agencies for relevant advice and support.

To take payments by telephone.

2. Databases

To maintain customer records and ensure they are accurate and up to date.

To input data to allow the correct/ calculation of charges /assessment of entitlement.

To record all actions and contact to give a clear and comprehensive customer file.

To generate and action a range of system reports.

To maintain statistical records.

To integrate a range of in house and available systems to verify and obtain further information.

3.Support functions

To process applications for payment by Cash, Direct Debit, Standing Orders .
To issue a range of documents such as letters, cards, forms, accounts/bills, and recovery notices.
To action and reconcile write offs and refunds.

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 review 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 maintain a working knowledge of necessary ICT systems and make best use of Office applications
To assist in the support and development of other staff
To report errors where identified.

Additional duties:

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: **Administration Assistant (Revenues & Benefits)**

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.

Competency	SCORE					Essential or Desirable
	0	1	2	3	4	
Experience of working flexibly across teams to support projects and activities.						Essential
Experience of collating data and information.						Essential
Experience working with customers and providing effective service.						Essential
Experience of following procedures, guidance or frameworks.						Essential
Ability to work with colleagues to achieve positive outcomes.						Essential
Ability to negotiate and deal with a diverse range of customers						Essential
Ability to interpret information.						Essential
Ability to work accurately to deadlines						Essential
Effective organisational skills.						Essential
Effective customer services skills.						Essential
Effective verbal and written communication skills						Essential
Being open to learning and positive in keeping own knowledge and skills current.						Essential
Understands and actively supports Stockport Council's diversity and equality policy.						Essential
To meet Stockport Council's standard of attendance.						Essential
A willingness to be flexible in a changing environment						Essential

Scoring key

- 0 – Not met essential criteria
- 1 – Partially meets essential criteria
- 2 – Meets criteria
- 3 – Exceeds criteria
- 4 – Exceptional