

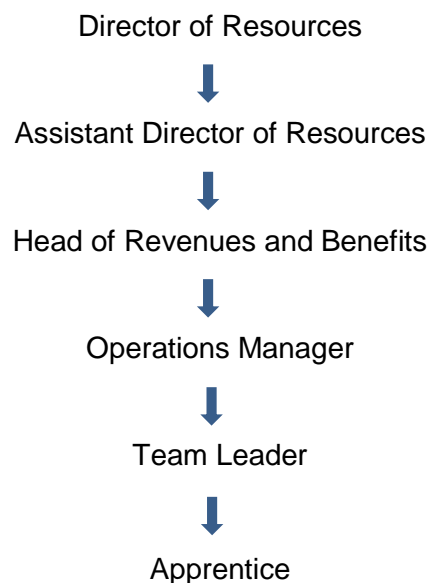
# Rochdale Borough Council

## Revenues and Benefits Apprentice Role Description

<b>Directorate</b>	:	Resources
<b>Service</b>	:	Revenues & Benefits
<b>Location</b>	:	Number One Riverside, Rochdale
<b>Job Title</b>	:	Apprentice Revenues and Benefits Officer
<b>Training Allowance</b>	:	£ 9,000 per annum for the first 12 months, National Minimum Wage for the remainder of the contract.
<b>Accountable to</b>	:	Revenues and Benefits Team Leader
<b>Accountable for</b>	:	None
<b>Hours of Duty</b>	:	37 per week in accordance with the Service's Work Life Balance Scheme
<b>Any Special Conditions of Service:</b>	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:



**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.
- 3 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 are assigned to one of the teams the principal duties of which are:

### **Benefits Team**

1. To assist with the administration and assessment of claims received by the service, for Free School meals, Blue Badges, Housing Benefit, Council Tax Support and Discretionary Awards.
2. To answer basic enquiries about Free School Meals, Blue Badges, Housing Benefit, Council Tax Support and Discretionary Awards.
3. To scan and index documentation to the document management system.

### **Financial Assessment Team**

1. To assist with the administration of financial assessments for residential and non-residential care services.
2. To answer basic enquiries about financial assessments.
3. To scan and index documentation to the document management system.

**In addition you will provide efficient and effective service including:**

1. Supporting the team by maintaining databases and records of work received and completed.
2. Inputting data onto and retrieving data from computer systems
3. Using IT packages for word processing, spreadsheet and database applications
4. Supporting colleagues in the service in periods of high demand
5. General administrative support duties
6. Using e-mail to distribute messages
7. Dealing with customer telephone and e-mail enquiries in a courteous and professional manner, taking advice from the Line Manager when appropriate
8. Attending appropriate training to achieve the agreed Apprenticeship qualifications
9. Any other duties as deemed appropriate by your line manager

Role Description prepared by: *Hazel Ternent*

Date: August 2018

# Rochdale Borough Council

## Apprentice Person Specification

**Service:** Finance

**Role:** Revenues and Benefits 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.

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Criteria		E - Essential D - Desirable	How identified
<b>Qualifications and Experience</b>			
1	You must have a <b>minimum</b> of 4 GCSEs at Grade C/4 (including English and Maths) or equivalent.	E	Application form and Certificates
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.	E	Application form, assessment and interview
3	Describe your experience of using computers at home, work college or school and have used spreadsheets and databases.	E	Application form, assessment and interview

Skills and Knowledge			
1	Please give details of your ability to communicate clearly, both verbally and in writing.	E	Application form, assessment and interview
2	Please give an example of when you have worked as part of a team.	E	Application form and interview
3	Please confirm you are committed to acquiring new skills relevant to the post and attending relevant training courses.	E	Application form and interview
4	Please give examples of where you have had to deal with members of the public	D	Application form
Behaviours and Values			
	<p>Approach the job at all times using the values set out in the Rochdale Way:</p> <ul style="list-style-type: none"> <li>• Valuing our people</li> <li>• Focusing on customers</li> <li>• Acting with integrity</li> <li>• Using time and money wisely</li> <li>• Working together</li> <li>• Always learning and improving</li> </ul> <p>Please confirm you are willing to adhere to these values and behaviours.</p>	E	Application form and interview
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