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| green band epsStockport Council  **Job Description** | |
| Post Title: Revenues & Benefits Administration Assistant  **Service Area:** Revenues & Benefits  **Directorate:** Corporate & Support Services  **Team:** Income and Recovery Team | Salary Grade:  Scale 3 – £19,312 to £19698 |
| **Post Reports to:** Senior Revenues & Benefits Officer  **Post Responsible for:** No supervisory responsibility | |
| **Main Purpose of the Job:**  To maintain Revenues and Benefits systems to provide an effective service  To 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 | |
| **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 | |
| **Job activities:**  **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  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 maintain clear and comprehensive customer files.  To generate and action a range of system reports.  To maintain statistical records.  To interrogate a range of in house and available systems to verify and obtain further information.  **3.Support functions**  To respond to applications for payment arrangements.  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 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. | |
| **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. | |

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Stockport Council

Competency Person Specification

**Post Title**: Revenues & Benefits Assistant

**Directorate**: Corporate & Support Services

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.

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| **Competency** | **Essential or Desirable** |
| To work to the Council’s values and behaviours:   * To keep the people of **Stockport** at the heart of what we do * To succeed as a **team**, collaborating with colleagues and partners * To drive things forward with **ambition**, creativity and confidence * To value and **respect** our colleagues, partners and customers | Essential |
| Experience of working flexibly across teams to support projects and activities. | Essential | |
| Ability to work with colleagues to achieve positive outcomes. | Essential | |
| Experience of collating data and information. | Essential | |
| Experience of following procedures, guidance or frameworks. | Essential | |
| Experience of working with customers and providing effective customer service. | Essential | |
| Ability to negotiate and deal with a diverse range of customers | Essential | |
| Effective verbal and written communication skills | Essential | |
| Ability to work accurately to deadlines | Essential | |
| Effective organisational skills. | Essential | |
| To meet Stockport Council’s standard of attendance. | Essential | |
| Understands and actively supports Stockport Councils diversity and equality policy. | Essential | |