



## Stockport Council Job Description

**Post Title:** Revenues & Benefits Officer  
**Service Area:** Revenues & Benefits  
**Directorate:** Corporate & Support Services  
**Team:** Council Tax, Business Rates or Benefits

**Salary Grade:** Scale 4 - £18,070 to £20,138

**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 assess entitlement to benefits and contributions for care services

To assess liability to pay Council Tax and Business Rates

### Summary of responsibilities and key areas:

1. To have a detailed knowledge of the regulations required to deliver Revenues and Benefits services.
2. To manage and maintain customer records.
3. Make decisions on Council Tax & Business Rates liability
4. Assess entitlement to Housing Benefit, Council Tax Support, Discounts & Exemptions
5. To deliver billing, recovery, assessment and Client Support functions.

### Job activities:

#### 1. Customer Services

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

Accurately evaluate the nature of customer enquiries and determine the appropriate action to be taken.

To identify problems, generate solutions, handle difficult or potentially aggressive situations appropriately.

To be proactive in making direct contacts with customers to discuss:

- Payment and recovery on accounts
- Applications and assessment for help with Benefits, Discounts and Exemptions.

To take telephone payments.

To promote and encourage the use of digital communication

## **2. Technical Knowledge**

To request, collate, check and verify all relevant information necessary to manage Revenue and Benefit Services

To attend Court to provide support with recovery proceedings.

To identify potentially fraudulent information and refer for appropriate action.

## **3. Manage Customer records**

Duties will include :

- Maintenance of customer databases.
- Changing liability in response to changes in address
- Assessment of discounts, exemptions and benefits.
- Processing refunds and write-offs.
- Taking recovery action when account not paid.
- Maintenance of Revenues and Benefits Databases.
- Interrogation and updating of Customer records.
- To apply a practical knowledge of Regulations and ICT Systems and Procedures to administer Revenues and Benefits services.
- To create and action a range of system reports.
- Analysis of statistical data and reporting.
- To report errors where identified.
- To provide advice and support on technical /legislative matters to colleagues.

## **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.





## Stockport Council Competency Person Specification

**Post Title:** Revenues & Benefits Officer

**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.

Competency	SCORE					Essential or Desirable
	0	1	2	3		
Experience of working in Revenues & Benefits or other similar processing work						Essential
Decision making skills						Essential
Experience of analysing data and information.						Essential
Effective interpersonal skills, working with colleagues to achieve positive outcomes.						Essential
Effective organisational skills.						Essential
Analytical skills with the ability to problem solve and interpret information.						Essential
Effective oral and written communication skills						Essential
Experience of working flexibly across teams to support key projects and activities.						Essential
Work placement related negotiation skills						Essential
Ability to work accurately to strict deadlines						Essential
Achievement of a good standard of education and appropriate qualifications in numeracy and literacy.						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