

Role Title	Revenues and Welfare Benefits Apprentice
Job Family	Resources
Competency Level	All Colleagues
Scale	Apprentice Level 4
Purpose To acquire the skills, knowledge, and abilities to efficiently undertake the role of a Revenues or Benefits Officer and assist with the provision of an excellent service to residents and stakeholders. The role will be working in one of the following areas. <ul style="list-style-type: none"> • Revenues – Council Tax or National Non-Domestic Rates • Benefits – any processing team 	
Generic Accountabilities	End Results/ Outcomes
Communicate effectively with internal and / or external residents/ service user/ stake holders. Act as point of contact for the service. Provide information and resolve problems, within scope of role, escalating to line manager as required.	Resolve non-routine resident / service queries. Residents / Service Users and Stakeholders are satisfied with the response, or aware that issue has been escalated. Assess and prioritises telephone and personal callers and responds appropriately. Relevant, accurate, understandable, and timely information is provided. A positive image of the Council is promoted.
Undertake training as required by the service to maintain knowledge within each service area as required, specifically in relation to development and learning.	Key performance milestones set by the service are met. Milestones set by the apprenticeship provider are met. All tasks set by the service are completed to the required standard.
Maintain and update a database in accordance with legal requirements.	All letters are produced to the required legislative and or Council standards and timescales. Recorded information is accurate.

Adhere to requirements of GDPR (General Data Protection Regulation) and The Data Protection Act 2018 and comply with measures to protect the confidentiality of information in accordance with Council policies and procedures.	Data remains secure according to GDPR principles.
Carry out all duties and responsibilities with reasonable care for the health and safety of self and others and report any potential hazards or unsafe practices to line manager.	Work is carried out in a way that is safe and without risks to health.
Act in accordance with all policies and procedures which apply to the job and understand the reasons for this.	All policies and procedures are complied with.
Job Specific Accountabilities both Revenues and Benefits:	
Communicate with residents / service users and stakeholders appropriately to gather information and provide explanations of often complex matters.	Residents / service users are supported, and income maximised to ensure they are receiving all help to which they are entitled. Residents understand their benefit entitlement and/or liability to pay council tax and non-domestic rates.
Assist at Magistrates Court, County Court, Valuation Tribunal and Appeals Tribunal where required to support learning.	Knowledge and understanding are increased to take account of the more complex work areas.
Job Specific Accountabilities Revenues:	
Collection of Council Tax or National Non-Domestic Rates	Collection performance targets met. Fraudulent activities identified and remedial action undertaken as appropriate
Accurate and efficient updating of the council tax and domestic rates database.	Identification and billing of liable parties and rateable occupiers for Council Tax and Business Rates completed in good time. Refunds and write offs completed in good time. Inspections undertaken to identify property changes and discounts, reliefs and exemptions awarded as appropriate

	<p>and regularly reviewed to ensure accurate entitlement.</p> <p>Annual billing output checked and accurate.</p>
Undertake appropriate enforcement activities	Reminders, finals and summonses issued in good time and progressed to court where appropriate.
Job Specific Accountabilities Benefits:	
Prompt and accurate payment of Housing Benefit, Council Tax Support and Discretionary Housing Payment awards	<p>Performance targets met for new claims and change in circumstances.</p> <p>Fraud at the gateway identified and reduced.</p>
Minimise losses to the Council's benefits subsidy	<p>Local Authority error reduced by timely awards of benefit.</p> <p>Financial error free performance target met</p>
Government changes to Welfare Benefits and Universal Credit understood and implemented	<p>Accurate benefit awards made and appropriate levels of DHP are awarded.</p> <p>Residents are supported and income maximised.</p>
Recover overpaid Housing Benefit and Sundry Debts at the earliest point in time	<p>Customer debt is reduced.</p> <p>Underlying entitlement is understood and calculated on Housing Benefit overpayments where appropriate.</p>
Financial Assessments carried out for residents in receipt of Adult Social Care	<p>Performance targets met for new referrals and review requests.</p> <p>Fraud and financial abuse identified and reported to appropriate departments / organisations.</p> <p>Accurate financial assessments carried out in line with the Care Act 2014, Council policies and procedures.</p>
Nature of Contacts	
<p>Involves supporting residents, stake holders and third parties to ensure a successful service.</p> <p>Involves direct contact with members of the public including dealing with challenging situations where influence is required.</p>	

Deal with people at all levels confidently, sensitively, and diplomatically.

Procedural Context

Act within guidelines and standard procedures with discretion to organise work to meet service delivery requirements. Works within laid down procedures but needs to deal with day-to-day problems without always referring to others.

Decisions will be made based on legislation, Council procedures and policies.

This post demands a high level of flexibility, a positive attitude and ability to adapt to changes due to service needs.

Key Facts and Figures

Resourcing

Budget Responsibilities: Nil

Supervisory Responsibilities: Nil

Knowledge, Skills and Experience

- Experience of having worked in a fast paced, customer focused environment.
- Excellent knowledge and application of IT systems and software packages.
- Ability to work with minimum supervision, using problem solving skills and initiative to provide a customer focused support service.
- Excellent levels of literacy and numeracy.
- Ability to work flexibly, balancing competing priorities and meeting deadlines whilst understanding the needs, timescales and deadlines of others.
- Ability to deal diplomatically and confidentially with a wider range of stakeholders internally and externally.
- Ability to identify improvements to processes and systems and to share the recommendations with the wider team.
- Ability to deal with difficult or irate customers over the phone or face to face.
- Ability to interpret Housing Benefit and Council Tax Support legislation.
- Ability to interpret Council Tax and Non domestic Rates legislation.
- Ability to interpret Financial Assessment legislation and policies.

Required Qualifications

a minimum of 5 GCSE Grade C/4 or above including both:

English GCSE Grade C/4 or above

Maths GCSE Grade C/4 or above

or Level 2 Functional Skills in math and English

Desirable

A level Grade C or above

The above profile is intended to describe the general nature and level of work performed by employees in this role. It is not intended to be a detailed list of all duties and responsibilities which may be required. This role profile will be supplemented and further defined by annual objectives, which will be developed in conjunction with the post holder. It will be subject to regular review and the Council reserves the right to amend or add to the accountabilities listed.