

## JOB DESCRIPTION

<b>Post Title:</b>	Revenues and Benefits Advisor x 4
<b>Grade and Salary Scale:</b>	F SCP 9 - 11
<b>Directorate and Service:</b>	Finance, Governance and Support – Finance, Governance and Revenues
<b>Responsible To:</b>	Revenues and Benefits Team Leader
<b>Post Ref:</b>	R0000572

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### **Purpose of the Post:**

The role is interchangeable between Middlesbrough Councils Revenue Service and Benefit Service:

- To Issue the right bill, to the right person, to ensure the right amount is paid at the right time
- To pay the right person, the right amount, at the right time
- To do things perfectly to conclusion, or if this is not possible, set it up so it can be done perfectly to conclusion as quickly as possible

### **Duties and Responsibilities:**

1. The following list is typical of the level of duties which the post holder will be expected to perform. It is not necessarily exhaustive and other duties of a similar type and level may be required.
2. Maintaining and updating all Council Tax and National Non Domestic Rates (NNDR) accounts including amendments to liability; methods of payment; applications for discounts, relief's, exemptions and disregards; setting up and maintaining computer records; keeping the customer informed.
3. Maintaining and updating all Benefits cases including amendments to claim; suspending and withdrawing claims; new applications; setting up and maintaining computer records; keeping the customer informed.
4. Maintain and update all accounts in relation to recovery of Housing Benefit Overpayments.
5. Negotiate with Housing Benefit Sundry Debtors to maximise recovery rates and ensure arrangements are adhered to.

6. Take appropriate action to ensure all issues connected with customer accounts and claims are resolved.
7. Where appropriate maintaining and updating all Free School Meal cases including new applications; setting up and maintaining system records; keeping the customer informed.
8. Resolving to conclusion telephone, face-to-face and written enquiries, from members of the public, external agencies and council employees.
9. To carry out visits to determine entitlement to benefit.
10. Taking action to ensure that all issues connected with the customer's account and claims are resolved.
11. Assisting in the skills training of other staff.
12. Constantly/consistently working to identify service and quality improvements within the team as well as analysing new ways to complete current tasks to both improve the quality and reduce the cost of delivery.
13. Attending County or Magistrates Court as and when required.

**Note:** The above duties and responsibilities cannot define all of the tasks that may be required of the post holder. The outline duties shown may therefore vary without materially changing either the character or level of responsibility. You may be at times expected to work outside of normal working hours.

### **Corporate Responsibilities:**

- We will make every reasonable effort to supply the necessary employment aids, equipment or adaptations to enable employees to perform the full duties of the job in accordance with the Equality Act 2010 where a post holder is disabled.
- You will
  - Demonstrate a commitment to the principles of equality of opportunity and fairness of treatment in relation to employment issues and service delivery.
  - Respect all confidentiality and principles and practices of the Data Protection Act.
  - Comply with Health and Safety policies and legislation.
  - Be committed to continuous personal development, including Middlesbrough learns.
  - Demonstrate a commitment to the safeguarding of children and vulnerable adults, highlighting any areas of concern with the appropriate service and adhering to the policies of the Council relating to these issues.
- The above duties and responsibilities cannot totally encompass or define all tasks which may be required. The outlined duties and responsibilities may, therefore, vary from time to time without materially changing either the character or level of responsibility: these factors are reflected in the post.

## PERSON SPECIFICATION

For the purposes of recruitment and selection, you will be assessed against Our Values and the criterion which are marked as Essential / Desirable in the Qualifications and Knowledge & Experience section.

### Our Values

Our Values are a critical element of our strategy to create a brighter future for Middlesbrough. They will be at the heart of everything we do and will be the foundation for how we operate, behave and make decisions. Having these values will help you be the best you can be and help Middlesbrough to grow and thrive.

#### **PASSIONATE about Middlesbrough**

- Believe in Middlesbrough
- Be proud to work for the Council
- Have a 'can do' attitude

#### **INTEGRITY at our heart**

- To be open, honest and transparent
- Communicate well with others
- Treat others with respect

#### **CREATIVE in our thinking**

- Always look to improve
- Find solutions to problems
- Positive to change

#### **COLLABORATIVE in our approach**

- Engage and consult with others
- Seek feedback from others
- Understand the needs of others

#### **FOCUSSED on what matters**

- Understand the Council's and my own priorities
- Put the customer first
- Deliver against expectation

	<b>Essential X</b>	<b>Desirable X</b>
<b>QUALIFICATIONS:</b>		
1. Good standard of education to GCSE level or equivalent.	<b>X</b>	
<b>KNOWLEDGE AND EXPERIENCE:</b>		
2. Experience in Council Tax and Business Rates Billing & Recovery processing activities and / or Experience in Housing Benefit and Council Tax Support processing activities / legislation.		<b>X</b>
3. Demonstrated skill and knowledge of understanding and meeting the needs of customers.	<b>X</b>	
4. Experience of working within a front line service.		<b>X</b>
5. Excellent working relationships with a strong focus on teamwork within a rapidly changing environment.	<b>X</b>	
6. Experience of using a Revenues and Benefits Software Solution.		<b>X</b>
7. Experience of working within a Document Management, Work Flow management system.		<b>X</b>
8. Ability to communicate effectively at all levels.	<b>X</b>	
9. Good verbal, written and organisational skills.	<b>X</b>	
10. Ability to cope with constant change and flexing between different disciplines (Revenues, Benefits, Overpayments etc).	<b>X</b>	
11. Ability to work alone and self-manage, equally can work well within a team.	<b>X</b>	
12. Approachable and demonstrates a 'can do' attitude.	<b>X</b>	
13. Highly motivated and demonstrates a flexible approach to working hours.	<b>X</b>	