

**MID SUSSEX DISTRICT COUNCIL**

**JOB DESCRIPTION**

JOB TITLE: Business Grants Officer (temporary 3 month contract)

POST NO: TBC

GRADE: MS4

BUSINESS UNIT: Revenues and Benefits

RESPONSIBLE TO: Revenues Manager

MAIN PURPOSE: To provide a customer focused business grants service, in accordance with statutory and discretionary provisions in a timely and accurate manner, including the maintenance of an accurate business grants database.

**MAIN DUTIES/RESPONSIBILITIES:**

1. Delivery of a customer focused business grant service meeting the requirements of legislation, guidelines, service delivery performance indicators and targets.

2. To make decisions as to business grant applications in accordance with regulations, based on the information supplied.

3. To maintain sharing of information on the council’s website and effective liaison with applicants about business grant information and policies.

4. To consider information presented by grant applicants and carry out research in line with legislation and procedures to establish correct eligibility for business grants.

5. To fully resolve eligibility for business grants within agreed timescales.

6. To communicate effectively providing advice and guidance in all aspects of business grants through, telephone calls, and email correspondence ensuring details are checked and verified, ensuring that customer care principles are applied at all times.

7. Establish entitlement to and process business grants in accordance with regulations using all available tools to carry out these checks.

8. Apply procedures and submit successful applications to the payment process ensuring businesses are eligible and policies adhered to.

9. Assist in following up and reporting on unresolved queries, incomplete information, and conduct reviews where there is a query over entitlement ensuring additional checks are carried out against business grant payments and their appropriate grant allocation funds.

10. To assist in administrating and maintaining the third party Grant Approval and Academy Revenues Systems, incorporating all grant payments to businesses.

11. To produce detailed Government Returns and statistical information ensuring its accuracy and in accordance with agreed timetables.

12. To carry out any other task as directed by the Business Unit Leader Revenues and Benefits and Revenues Manager

13. To ensure that service delivery of business grant applications complies with current regulations, accepted professional standards, the council's guidelines, policies and procedures and appropriate legislation (including legislation on data protection, equalities, health and safety and safeguarding children and vulnerable adults)’.

14. Assist the Revenues Team when required including handling enquiries.

15. Undertake all duties in accordance with Council policies in particular those relating to Customer Care, Data Protection, Equal opportunities, Safeguarding and Health and Safety and ensure that data quality standards are maintained by ensuring all data is processed accurately and in a timely manner. Work together to ensure that the organisation provides a high quality service.

16. To ensure any quality checking feedback is actioned and understood and manage own development through self-awareness and identification of learning and development opportunities, including completion of e-learning modules. Keep up to date with all legislation changes and case law that affects the administration and collection of local government taxes

17. The post holder will be required to undertake such other duties as may be required within the grade and competence of the post holder.

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**PERSON SPECIFICATION**

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| JOB TITLE: Business Grants Officer (3 month temporary contract) |  | BUSINESS UNIT: Revenues and Benefits |
|  |  |  |
| POST NUMBER:  |  | DATE: February 2021 |

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|  | **ESSENTIAL** | **DESIRABLE** |
| ***Qualifications******Educational/******Professional*** | Good level of general education.English and Mathematics to GCSE standard. | IRRV Level 3 Certificate qualification or equivalent. |
| ***Work Experience*** | Experience of a computerised environmentExperience of analysis of statistical information.Has successfully worked as a member of a team. | Experience of working on grantsExperience in Revenues and/or Benefits administration, or similar environment.Experience of dealing with the public and/or businesses. |
| ***Special Aptitude/Skills*** | Have excellent communication and negotiation skills.Ability to work to time scales. Ability to work to set performance targets.Proven customer service skills. |  |
| ***Knowledge*** | Fully proficient in the use of MS Office including Outlook, Word and Excel.  | Knowledge and understanding of of grantsKnwledge of Revenues collection and enforcement E-Systems.Knowledge and understanding of legislation relating to NNDR. |
| ***Disposition/******Attitude*** | Calm, unflappable manner coupled with energy, drive and determination to get the job done. Ability to deal with conflict in a calm, assertive manner.Tenacious and Resilient.Have a keen eye for accuracy.Ability to work under pressure and stressful situations, even when based at home. Flexible and cooperative approach. |  |
| ***Other Attributes*** | Committed to delivering a high quality service.Understand team dynamics and their own ‘role’ within a team. |  |