

# Job description

**Job title:** Revenues and Benefits Apprentice

**Directorate/Team:** Revenues and Benefits

**Reporting to:** Revenues and Benefits Team Leader

**Salary scale point**: Grade 1 SCP 4 £24,404

**Politically restricted post:** No

**DBR requirement:** Basic

## Job purpose

A Revenues and Benefits Apprentice will support the Revenues and Benefits team with tasks such as billing, collecting, and recovering council tax, business rates, and BID levy, as well as administering housing benefit and council tax support claims.

The role will keep customer records accurate and up to date; help maximise income, and work closely with various teams across the Council.

The purpose of this apprentice role is to complete the IRRV Level 4 Revenues Practitioner qualification while gaining hands-on experience. The role will have opportunities for professional development through workshops and seminars and will actively participate in team and operational meetings.

## Key corporate accountabilities

* Work collaboratively and support other colleagues (as required) to deliver the Community Led Plan and Service Plan outcomes.
* Provide excellent customer service.
* Provide customers with advice and support to enable them to access services online, taking a digital-first approach.
* Follow safe working practices and assist in the maintenance of good housekeeping standards in order to achieve a safe and healthy working environment.
* Be compliant with all policies and procedures associated with this role, including but not limited to, Health & Safety, Safeguarding, Information Security, GDPR and Equality, Diversity and Inclusion.
* Adhere to the Equality Diversity and Inclusion Strategy and be aware of equality and diversity issues in day-to-day service delivery.

## Key service-related accountabilities

* Develop knowledge and skills to work as part of a team through on-the-job training and studies, providing support to colleagues in order to contribute to enhanced team performance.
* Assist with the accurate billing, collection, and recovery of council tax, business rates, and the BID levy; reconciling accounts and understanding transaction postings, discounts, exemptions, and premiums; and making payment arrangements based on the ability to pay.
* Supporting the accurate processing and payment of housing benefits and council tax support, with an understanding of Universal Credit.
* Deal professionally with customers, their representatives, and other stakeholders by providing clear and accurate information and advice, maintaining appropriate communication (e.g. email, letter, telephone), and answering customer enquiries via email, phone, and face to face.
* Identify and communicate issues in order to provide continuity of service and consistency of output.
* Be empowered to deal with a broad range of customers with different needs and vulnerabilities. You will identify and signpost vulnerable customers to the relevant advice and support agencies.
* Fulfil individual targets to contribute to team performance. Support delivery of the service in accordance with key performance indicators and service standards.

## General requirements

* All employees will be expected to be flexible in their duties and carry out any other duties commensurate with the grade and falling within the general scope of the job, as requested.
* Duties and responsibilities must be carried out in accordance with relevant Council policies and procedures, within legislation and any code of professional ethics of relevant professional body.
* All employees are expected to maintain a high standard of customer care in the context of the Council’s core values, to uphold the Equality and Diversity Policy and health and safety standards and to participate in personal learning and development necessary to the post.

## Apprenticeship

## As an apprentice with Norwich City Council you'll:

## earn a wage and get holiday pay

## develop the skills you need for the job

## work on the job for around 80% of your apprenticeship

## 20% off the job time for study related to your role, either at your place of work, a college, a training provider or online

## be on a career path with lots of future potential

Date document last reviewed/version: V2 May 2025

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# Person specification

The person specification provides an outline of the skills, knowledge, experience and behaviours we expect the successful candidate to possess. You should match your own skills, knowledge, experience and behaviours to those listed below. You will be completing a IRRV Level 4 Revenues Practitioner qualification alongside receiving on-the-job training and feedback.

## Revenues and Benefits Apprentice

### Knowledge and experience

#### Essential

* High level of numeracy and literacy.
* Excellent IT skills and computer literacy
* Understanding of what good customer sevice looks like.
* Awareness of legislation about data protection, discrimination and equality.
* Experience of workingaccurately and achieving deadlines in a busy environment.
* Experience of working collaboratively in a team to deliver shared outcomes
* Any voluntary / work experience with customers.
* Enthusiastic and passionate to develop a career in Revenues and Benefits

### Qualifications

#### Essential

* If aged under 19 years you will need to hold GCSE Level 2 (Grades 9 – 4) in English and Maths, or equivalent.
* If you don’t have the above, you will be required to undertake the functional skills qualification and will be required to undertake courses in Maths and English, which you can undertake at the same time.
* If you are aged 19 and over, you do not require any qualifications to undertake the apprenticeship.
* Use and understanding of Microsoft Office applications.

### Skills and abilities

#### Essential

* Good verbal, written, and interpersonal communication skills, with the ability to build rapport with customers and communicate clearly in plain English.
* Excellent organisational and time management skills, with the ability to plan, prioritise and balance multiple tasks effectively.
* Ability to maintain a confident and helpful manner, with an enthusiastic and positive approach to delivering excellent customer service.
* Work effectively as part of a team, understand team objectives and contribute towards them.
* Show capacity to solve problems and make decisions on customer issues.
* Attention to detail to ensure that work is accurate and professional.
* Proficient IT skills and techniques, and quickly learn new systems.
* Ability to manage own workload, work on own initiative and proactively seek opportunities to add value.
* Display willigness to gain knowledge, identify improvements and adapt to changing priorities.

### Other requirements

#### Essential

* Ability to work flexibly at City Hall and at home as part of our hybrid working policy.

## Organisational competencies

The council has four competency areas based on the four values:

* Pride
* Accountability
* Collaborate
* Excellence.

Each competency has performance standards along with examples of expected behaviours. Listed below are the competencies for employees.

### Pride

We will take pride in what we do and demonstrate integrity in how we do the following things.

* You are positive to customers and colleagues about services the council provides.
* You know and understand what the council expects of you as an employee; how your job helps the council deliver its vision, priorities and values.

### Accountability

We will take responsibility, do what we say we will and see things through.

* You know and are clear about what jobs and tasks you have to do and when these are to be completed.
* You take full responsibility for your own performance.

### Collaborate

We will work with others and help people to succeed.

* You build good working relationships with others inside and outside the Council.
* You work effectively with customers, councillors, partner organisations and colleagues to get the job done as well as you can.

### Excellence

We will strive to do things well and look for ways to improve and learn.

* You regularly talk with your manager and colleagues about how you and your team can learn new things and improve the way you do things at work.
* If you don’t know how to do something you find out how e.g. by asking someone else to show you how so you will know how to do it next time.

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