**Job Profile**

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| **Job Title**  | Revenues & Benefits Officer |
| **Team** | Revenues and Benefits |
| **Reports to**  | Council Tax Team Leader |
| **Politically restricted Y/N** | N |
| **DBS check Y/N** | Y |
| **Date** | October 2021 |

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| **Job purpose** |
| To bill the right person at the right property at the right time.Take correct action to maximise recovery of Council Tax |
| **Torridge’s Core Values** |
| **Working with people** Works effectively with people inside and outside of Torridge Council to deliver and develop our service. Builds respectful, positive, and productive relationships with all. **Delivering excellent customer service**Puts the needs of our customers first, be they internal or external. Does their utmost to deliver a high quality service.**Adapting and responding to change** Able to adapt to changes and face future challenges with positivity and open-mindedness. Embraces innovative ideas that improve our service.**Displaying and promoting professional integrity** Works honestly, transparently, and responsibly at all times. Holds themselves to high ethical standards, such as by committing to implement anti-discriminatory and equal opportunities policies |
|  **Main duties and responsibilities** |
| * Maintain timely and accurate council tax records in relation to all chargeable and exempt dwellings in the District, together with the liable person(s) and their indebtedness.
* Have a skilled application of knowledge of the operation of computer systems for both disciplines.
* Ensure correct notifications and billing and recovery documents are forwarded to the customer in accordance with the regulations and the council’s policies.
* Obtain, correctly interpret and record accurate information, which other officers rely on.
* Represent the Council at the Magistrate Court or a Tribunal Hearing, or as a witness, or to provide advice where appropriate.
* Maintain timely and accurate records in relation to information supplied from whatever source connected with ensuring the correct entitlement to benefit, and the accurate charging, collection and recovery of tax.
* Maintain timely and accurate records in relation to new and existing claims for benefit.
* Maintain timely and accurate records in relation to all changes affecting entitlement to, and payment of benefit.
* Ability to interpret and absorb and apply complex Council Tax Legislation.
* Establish and process all methods of recovery of Council Tax Support Overpayments and Council Tax making arrangements to repay debts where appropriate.
* Apply skill and judgment when decisions require a level of interpretation of the Regulations and/or the customer’s circumstances are not obvious.
* Demonstrate a proven capacity to work within the timescales set out in the law, government targets, and internal targets meeting the high accuracy standards required.
* Have a proven ability to work under pressure.

Dealing with customers’ enquiries and information* Respond to enquiries from customers, whether by telephone, face-to-face, electronically or in writing, in accordance with Government regulations, guidance and the Council’s customer service policy on most matters relating to charging, payment and non-payment of tax.
* Respond appropriately to customers’ enquiries by the skilful application of knowledge and experience of the tax and benefits systems, and in respect of all types of customer enquiry.
* Explain complex matters in terms the recipient will be able to understand and to employ tact, diplomacy or a persuasive approach, as necessary. This applies to all types of communication.
* Liaising with others
* Liaise effectively with colleagues to exchange information on matters associated with timely and accurate tax and benefit administration and also other council business provided that it falls within the constraints of Data Protection

Supporting Tasks and Other Duties* Responsible for his/her own self-development on a continuous basis.
* Have the capacity to train staff on the more complex issues of at least one of the disciplines.
* At all times, carry out his/her responsibilities with regard to the council’s equal opportunities policy, and within the Health and Safety legislation and reflect the council’s core values and objectives in undertaking the duties of this post.
* The post holder must exercise proper integrity in respect of confidential matters and personal information obtained during the execution of the duties of this post.
* Undertake other duties appropriate to the nature, scope and responsibility of the posts required.

 **Other duties:** In order to deliver services effectively, a degree of flexibility is needed and the post holder may be required to perform work not specifically referred to above. Such duties, however, should not normally exceed those expected of an employee at that grade. **Health & Safety**The Council has a Health and Safety Policy, which outlines its responsibilities as an employer, and the responsibilities of its employees in respect of health and safety. All employees need to be aware of this policy and comply with its content. **Risk Management** All employees need to have an awareness of risk management and are responsible for ensuring that they manage risk effectively in their job and report hazards and risk to their Manager. **Data Protection** It is the responsibility of the postholder to ensure that the section’s requirements for compliance with the Data Protection legislation are met. **Single Equality Scheme** The Council has a Single Equality Scheme which gives clear guidance on the responsibilities of both the employee and the employer. All employees must be familiar with and comply with all aspects of the Scheme. **Safeguarding Children & Adults at Risk**The Council has a Safeguarding Policy, which outlines its responsibilities and the responsibilities of its employees.  All employees need to be aware of this Policy and comply with the contents.  |
| **Person specification****Methods of Assessment: Application (A) Interview (I) Ability Test (AB)**  **Psychometric Assessment (PA) Presentation (PR)** |
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| **Education, Qualification and Training** | **Method of Assessment** |
| **Essential**4 GCSE’s at Grade C or above including Maths and English, or equivalent qualification. | A & I |
| **Knowledge** |  |
| **Desirable**Up to date working knowledge of Benefits Legislation, Council Tax Support scheme and best practice.Knowledge of current issues and challenges facing Local Government | A & IA & I |
| **Experience** |  |
| **Essential**Current experience of working in an office environment or similar backgroundCurrent experience of working with the general public, both face-to-face, via the telephone and written communicationGood working knowledge of Microsoft Office including Word, Excel & Outlook**Desirable**Minimum of one year’s current experience in Council Tax administration and /or Housing Benefit/Council Tax support. | A & IA & IA & IA & I |
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| **Skills**  | **Method of Assessment** |
| **Essential**Good organisational skillsFlexible approach to the roleExcellent verbal and written communication skillsNumerate and able to interpret statistical dataAbility to prioritise and manage own workloadAbility to work as part of a teamAbility to manage changeAbility to meet tight deadlinesTechnical ability and understandingAbility to absorb and interpret complex legislation | A & IA & IA,I & ABA,I & ABA & IA & IA & IA & IA & IA & I |
| **Other job related requirements** |  |
|  **Essential**Ability to carry out the duties of the post with reasonable adjustments where necessary**Anti discrimination**Commitment to implement anti discriminatory and equal opportunities policiesAbility to travel according to the needs of the job with reasonable adjustments, if required, according to the Equality Act | IIA & I |