



# Revenues and Benefits Apprentice

<b>LEVEL:</b>	Apprentice
<b>ACCOUNTABLE TO:</b>	Systems and Support Team Leader
<b>SALARY:</b>	Starting Salary £8.81 per hour (£17,000 per annum)
<b>LOCATION:</b>	Totnes / Tavistock / Agile
<b>CONTRACT:</b>	Temporary - up to 24 months

## Job Purpose

The postholder will be required to develop the skills, experience and knowledge to provide effective and efficient support to the Revenues and Benefits team, covering Council Tax, Council Tax Reduction, Housing Benefit and Business Rates. Once trained you will process information relating to all service areas as well as answering customer enquiries on the telephone.

The postholder will work towards the Institute of Revenues Rating and Valuation (IRRV) Level 4 Revenues and Welfare Benefits Practitioner Apprenticeship qualification through a mixture of virtual training days, online webinars, work shadowing and workplace mentoring.

## Role Profile

- Work towards completing the IRRV Level 4 Revenues & Welfare Benefits Practitioner Apprenticeship qualification.
- Commit to doing the work required for your apprenticeship. This includes attending training and working with support to produce evidence of the skills and knowledge required.
- Work under instruction and supervision, as part of a team delivering an efficient, effective and quality Revenues and Benefits service.
- To learn how to use the Council's Electronic Document Management system to index, create and process documents.
- To learn how to assist in the preparation and sending of documents.
- To learn how to assess and maintain Housing Benefit claims in line with Housing Benefit Regulations and using the Council's Benefits system.
- To learn how to assess and maintain the Council's local Council Tax Reduction scheme.
- To learn how to update Council Tax and Business Rates accounts with relevant information using the Council's Revenues system, ensuring customer details are correct and discounts, exemptions and reliefs are awarded in line with legislation and Council policy.
- To learn how to deal with valuation matters including setting up new properties, requesting and updating inspections and sending reports to the Valuation Office Agency.



- To perform any other duties which fall within the broad spirit, scope, level and purpose of this role profile.

## Person Specification

### Qualifications

Essential	Desirable
A good standard of education to GCSE level including minimum Grade C/4 or equivalent in English and Mathematics.	Good standard of IT literacy, specifically with Microsoft, Excel and Word.

### Knowledge / Experience

Essential	Desirable
Good customer service skills and an understanding of the 'customer' in a public service context.	Basic knowledge of office procedures and systems.
A knowledge of Data Protection and the need for confidentiality.	Previous experience of working in a team environment.
Experience of dealing with customers face to face, in writing and on the telephone.	An understanding of how local government works and the services it provides.
	Experience of customer services and dealing with a wide range of people.

### Skills / Abilities

Essential	Desirable
Ability to learn new things and retain technical knowledge.	Ability to work as part of a team.
Ability to follow verbal and written instructions and procedures.	Solution focused with a flexible working approach
Able to communicate effectively, both verbally and in writing and display good telephone skills.	



Good numerical skills.	
Ability to work accurately and with attention to detail.	
Proactive approach to work and committed to providing excellent customer service.	
Proficient in the use of Microsoft products, particularly Outlook, Word and Excel.	
Ability to work to deadlines and to deal with high volumes of work without quality being affected.	

## General / Other

Essential	Desirable
All staff must be prepared to have an understanding of the Equal Opportunities, Customer Care and Health and Safety policies.	
Willingness to learn and commitment to undertaking training and development required to complete the IRRV apprenticeship.	
Have an engaging, enthusiastic, and positive manner with a strong “can do” approach to work.	
Before appointment a basic Disclosure and Barring Service (DBS) check will be required.	

## General

The list above is not exhaustive; this role profile sets out the duties of the post at the time it was drawn up. Such details may vary from time to time without changing the general character of the duties or the level of responsibility involved.

## 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.



## Equality, Diversity & Inclusion

The Council has an Equality, Diversity and Inclusion policy which outlines its commitment to creating a culture that respects and values each other's differences, promotes dignity, equality, diversity, and inclusion, encourages individuals to develop and maximise their true potential and combats prejudice, discrimination and harassment.

## Staff Code of Conduct

The public, our communities, customers and colleagues are entitled to expect the highest standards of conduct from all people working for the Councils. The Code of Conduct sets out the general standards of conduct expected of everyone working for the Councils.

## Climate Change

Contribute to the Council's corporate objectives in relation to climate change by considering the environmental impact of individual and collective actions, working to reduce resource and energy use, minimise waste, and anticipate and enhance the efficiency of services in response to a changing climate, wherever possible, to help the council reduce its own carbon footprint and that of the district.