



Revenues and Benefits Officer

Job Description and Person Specification

Directorate:	Finance and Governance	Service:	Revenues and Benefits
Responsible to:	Senior Revenues and Benefits Officer	Responsible for:	NA
Grade:	5/6		
Location:	Civic Centre, Poulton-le-Fylde		

Job Purpose:

To administer the Housing Benefit and Localised Council Tax Support schemes, and the council tax database, in accordance with regulations and Council practice/procedure. To handle to completion incoming enquiries received via all channels relating to Council Tax and Benefits as required.

Key Tasks & Responsibilities:

- To calculate entitlement to Housing Benefit and Localised Council Tax Support via council benefits software systems in accordance with benefits legislation and council policy.
- To verify all evidence/information submitted in respect of applications for benefit, and reported changes in customer's circumstances, ensuring that it is complete and meets agreed evidence requirements.
- To ensure working-age claimants HB entitlement is ceased as required in accordance with UC legislation/DWP direction.
- To refer any suspected fraudulent claims for benefits to the Fraud and Compliance Team.
- Key Tasks & Responsibilities continued:
- To take action to recover overpaid housing benefit via "clawback" from ongoing benefit as required.

- To liaise with the DWP/other agencies/employers in order to recover overpaid housing benefit/unpaid council tax.
- To update and maintain the Council Tax database in accordance with changes reported by council tax payers and via information provided via data-matching files, or by other service areas and external agencies.
- To consider and determine first stage appeals/requests for revision in respect of housing benefit/council tax support/council tax as required
- To handle incoming face to face, telephone, and “live chat” contacts regarding Benefits, Council Tax, and all other Council services as required on a rota basis, working from home, in the office and other remote venues as required.
- To represent the council in appropriate venues as required in order to provide help and assistance to council customers in relation to Housing Benefit, Localised Council Tax Support, Council Tax, and other council services as required.
- To ensure confidentiality of all evidence/information held on Revenues and Benefits, CXM and EDMS software systems.
- The post holder may be expected, upon request, to fulfil any duties commensurate with his/her grade and falling within his/her expertise.

Corporate Responsibilities:

The postholder will be expected:-

- To adopt a flexible approach to changing patterns of work and undertake such other duties as are consistent with the job purpose and grade of post.
- To promote best practice in meeting the requirements of Health and Safety legislation and Council policy, and comply with other relevant statutory legislation.
- To carry out duties in accordance with the Council's policy on equality and diversity.
- To accept that everyone has a right to their distinct identity, treating everyone with dignity and respect and ensuring that what our customers tell us is valued by reporting it back into the organisation.
- To provide quality services that are what our customers want and need, giving customers the opportunity to comment or complain if they need to, working with them to identify what needs to be done to meet their needs and informing managers about what customers say in relation to the services delivered.
- To develop oneself and others making every effort to access development opportunities and contribute effectively by participating in the Council's performance management scheme.
- To be responsible for Data Quality.
- To demonstrate a high standard of probity in the use of council resources and where a nominated budget holder manage spending within available resources.
- To support the delivery of the Council's Climate Change Strategy and Action Plans to achieve net zero in 2050.

QUALIFICATIONS	ESSENTIAL/ DESIRABLE	ASSESSMENT METHOD
Able to demonstrate appropriate levels of workplace literacy and numeracy to NQF Level 2 or equivalent	Essential	Application/Interview
Good general level of education including the achievement of GCSE's at grade 6 or above in Maths and English	Essential	Application/Interview
ECDL or other relevant computer qualification	Desirable	Application/Interview

SKILLS	ESSENTIAL/ DESIRABLE	ASSESSMENT METHOD
Ability to project a positive and professional image of the Council at all times	Essential	Application/Interview
Ability to deal with council customers on a "one to one" basis, both in person and over the phone, communicating in language they understand and accept	Essential	Application/Interview
Ability to handle sensitive issues in a professional and courteous manner	Essential	Application/Interview
Ability to accept changes to working practices and procedures	Essential	Application/Interview
Ability to maintain client confidentiality	Essential	Application/Interview
Knowledge of the Housing and Council Tax support regulations	Desirable	Application/Interview
Knowledge of the Council Tax administration regulations	Desirable	Application/Interview
Knowledge of the criteria for claiming various state benefits	Desirable	Application/Interview
Knowledge of the Council Tax debt recovery procedure	Desirable	Application/Interview
Knowledge of the evidence requirements in support of claims for housing and Council Tax benefits	Desirable	Application/Interview
Ability to use various computer software systems	Essential	Application/Interview

EXPERIENCE	ESSENTIAL/ DESIRABLE	ASSESSMENT METHOD
Experience in processing housing and Council Tax benefit claims/changes in circumstances and Council Tax enquiries	Desirable	Application/Interview
Post holder must have experience of dealing with difficult situations over the phone or on a face to face basis	Essential	Application/Interview
Previous experience and ability to work as part of a team	Essential	Application/Interview
Experience of working in a busy office environment	Desirable	Application/Interview
Experience in using the NEC software system	Desirable	Application/Interview
Experience in processing Council Tax enquiries	Desirable	Application/Interview
Experience in processing Council Tax debt collection arrangements	Desirable	Application/Interview

ADDITIONAL REQUIREMENTS	ESSENTIAL/ DESIRABLE	ASSESSMENT METHOD
Demonstrate commitment to equal opportunities together with a clear appreciation of equalities issues	Essential	Application/Interview
Regular and Reliable Service	Essential	Application/Interview
Demonstrate behaviours that support our values	Essential	Application/Interview
To demonstrate, within 6 months of appointment, the ability to process claims for Housing and Council Tax benefit and Council Tax enquiries via the NEC Revenues and Benefits software system	Essential	Application/Interview

**Our Values are key to delivering our vision, plans and strategies.
All Behaviours listed are essential to the post.**

			
Professional	Innovative	Collaborative	Customer focused
In being professional we...	In being innovative we...	In being collaborative we...	In being customer focused we...
• Have pride in how we represent the council • Treat people with respect and consideration • Are conscientious and carry out our work to a high standard • Carry out our work activities in an honest and ethical manner	• Proactively embrace change and learn from our mistakes • Challenge and constructively question existing processes • Make best use of our resources to provide excellent services • Encourage creative thinking with colleagues and peers	• Communicate effectively with colleagues and stakeholders • Develop productive relationships and achieve the best results • Recognise and embrace the knowledge and skills of others. • Embrace the concept of one team one council and all work together	• Strive to provide excellent services • Understand our customers' needs and consider things from their perspective • Effectively communicate and manage expectations • Actively seek ways to maximise customer satisfaction

Special Conditions:

(e.g. Weekend work, shift allowance, car/mileage allowance)

- The council operates a strict non-smoking policy.
- Casual car user allowance. Casual Car User's will be paid at the middle band. You will be required to provide your own means of transport.
- The post holder is required to provide sight of their passport or other supporting documentation as dictated by the DWP in order to obtain clearance to be allowed to access information held on DWP databases.
- The council operates a "hybrid" working regime under which the post holder may be required to work from home on a rota basis using council provided equipment (laptop, key board, additional screen, phone) that the post holder will be required to store securely at home.

Prepared by: Marie Buckley

Date: April 2025

Post Holder Signature:

Date: