



## ROLE PROFILE

<b>Role Title:</b>	Revenue and Benefits Support Officer
<b>Service:</b>	Revenues and Benefits
<b>Salary Band:</b>	SH03
<b>Location:</b>	Surrey Heath House, Knoll Road, Camberley, Surrey, GU15 3HD
<b>Reporting To:</b>	Recovery Team Leader

### Role Purpose

Provide administrative support to the Revenues and Benefits team, dealing with all aspects of Local Taxation and the administration of Housing and Council Tax Benefit. In addition, provide support to the Revenues and Benefits team, carrying out any other clerical duties commensurate with the grade of post as directed by the appropriate Team Leader / Revenues and Benefits Managers.

### Main Duties and Accountabilities

#### Knowledge and Expertise

- Provide a professional customer email resolution service to all Revenues and Benefits customers in a timely and courteous way.
- To ensure Purchase Orders and invoices are dealt with promptly and efficiently.
- To manage list of suppliers and creating new supplier details when required.
- To run and check recovery reports monthly.
- Ensure new payee bank details and changes of bank payee details are correct and that appropriate evidence is held.
- Liaising with Tracing Agents.
- To allocate scheduled payments from Enforcement Agencies.
- To process cases returned from Enforcement Agencies.



- Ensure schedule payments received from Department of Work and Pensions are correctly allocated.
- Ensure Attachment of Benefits are maintained accurately through the Department of Work and Pensions.
- Ensure that Council Tax and Benefits knowledge is current to provide a professional customer enquiry resolution service.
- Take responsibility for obtaining all information necessary to process or resolve a query, only escalating it to others where this is appropriate.
- Attend and participate in departmental meetings as required, supporting colleagues, and sharing information appropriately.
- To promote a culture within the Service which is supportive of the Council's purpose, aims and values and to take all reasonable steps to maintain good employee relations.
- Participate in Council projects as and when necessary, e.g. involvement in service improvement or undertaking Customer satisfaction surveys and performance monitoring processes.
- To promote team working in all areas.
- Proactively contact customers to discuss with them any issues in relation to Revenues and Benefits matters.
- Proactively update Customers on the progress of their enquiries or service requests.

## Relations with People (Internal and External)

### Important Internal Relationships:

- Revenues and Benefits Managers
- Revenues and Benefits Staff
- Finance Team
- Other staff throughout the Authority

### Important External Relationships:

- All customers contacting Surrey Heath Borough Council either as residents, businesses, or visitors.
- Partner Organisations, Other Local Authorities.
- Department for Work and Pensions, Pensions Service.



- The Valuation Office
- Networking Groups and agencies
- Bailiffs and Debt collection agencies

## **Creativity and Innovation**

- To have a positive approach as part of a team providing a customer service.
- To assist the team in achieving all targets and performance indicators.
- To be a self-starter able to work with minimal supervision.
- Ability to effectively problem solve.
- Ability to create new and imaginative approaches to processes and systems.

## **Financial Accountability**

- None

## **Impact upon the Organisation & the Community**

- To provide the service in accordance with the Council's vision and core values
- Emails will be dealt with accurately and efficiently at the first point of contact. This will reduce overall processing times for all sections of the Revenues and Benefits Team, provide efficiency savings for the Department and improve the overall customer experience.
- Ensure that targets and deadlines are met within the agreed timescales.
- Understanding of the key objectives of the authority and service

## **Management & Supervisory Responsibilities**

- None

## **Initiative & Independent Action**

- If the enquiry cannot be dealt with in its entirety by the Administrative Officer, contact the appropriate colleague with all relevant customer information.
- To manage time effectively so that emails are answered efficiently daily.



- Resolving enquiries and advising customers of the next steps and timescale for resolution.
- Arrange for Customers to receive general information leaflets/packs, application forms, copy bills and other general documents as requested/required.
- To have a positive approach as part of a team providing a customer service
- To assist the team in achieving all targets, performance indicators
- Ensure that targets and deadlines set are met within the agreed timescales.
- To be a self-starter able to work with minimal supervision.
- Ability to create new and imaginative approaches to processes and systems.
- To demonstrate flexibility and adaptability in the drive towards change and the improvement of processes.
- To develop and implement process improvements and encourage the use of technology to improve customer experience.

## General

- To carry out any other clerical duties commensurate with the grade of post as directed by the Senior or Manager.
- To effectively contribute towards providing and improving the level of service that Revenues and Benefits provide to all customers, agencies, and partner organisations.
- To be able to deal in a professional, courteous, and firm way with customers and external clients both on the phone, by letter or in person.
- Attend and participate in departmental meetings as required, supporting colleagues, and sharing information appropriately.
- To promote a culture within the Service which is supportive of the Council's purpose, aims and values and to take all reasonable steps to maintain good employee relations.
- Participate in Council projects as and when necessary, e.g. involvement in service improvement or undertaking Customer satisfaction surveys and performance monitoring processes.
- Experience of assisting services in achieving their objectives



- Understanding of the key objectives of the authority and service
- Liaise with other professionals, establishing and maintaining effective working relationships with statutory and voluntary agencies to ensure a high standard of service.
- Understanding and commitment to promoting and implementing the Council's Equal Opportunities policies
- Represent the service at meetings with stakeholders as required.
- Demonstrate willingness to attend and participate in an intensive training programme followed by ongoing continuous professional development.

## Continuous Professional Development

- Explore courses available to enhance knowledge and skills i.e. Surrey Learn/IRRV
- Keep up to date with mandatory courses i.e. GDPR, Safeguarding
- Stay up to date with Benefit legislation and procedures.
- Ensure value for money and continuously improve performance.
- Contribute to one-to-one, peer and group supervision.

## Customers and Contacts

### Important Internal Relationships

- Revenues Manager
- Benefits Manager
- Recovery Team Leader
- Revenues and Benefits Officers
- ICT
- Other staff throughout the Authority

### Important External Relationships

- All customers contacting Surrey Heath Borough Council either as residents, businesses, or visitors.
- Partner Organisations, Other Local Authorities.
- Department for Work and Pensions, Pensions Service.



## Qualifications and Training

<b>Criteria</b>	<b>Essential or Desirable</b>	<b>Application, Interview or Assessment</b>
Numerate/literate to GCSE Maths and English or other appropriate subjects (or equivalent).	E	Application
Qualified Member of the Institute of Revenues Rating and Valuation or Appropriate Qualification i.e. Level 3 or 4 in Revenues and Benefits Practitioner	D	Application
Excellent IT skills, including MS Office, Revenues systems, document management systems	E	Application
Excellent written and verbal communications	E	Interview

## Knowledge and Experience

<b>Criteria</b>	<b>Essential or Desirable</b>	<b>Application, Interview or Assessment</b>
Experience of working on an extensive and varied workload at a high level with a proven track record of success	E	Application and Interview



Ability to communicate with public well in all forms, especially by email.	E	Application/Interview
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## Skills and Relations with People

<b>Criteria</b>	<b>Essential or Desirable</b>	<b>Application, Interview or Assessment</b>
Experience of working in a Benefits environment	D	Application
Credible in personal and professional demeanour commanding the confidence of customers, members, other chief officers, staff, external partners, and other stakeholders	E	Application/Interview
Skills in negotiation	E	Interview/Assessment

## Creativity and Innovation

<b>Criteria</b>	<b>Essential or Desirable</b>	<b>Application, Interview or Assessment</b>
Able to analyse complex data and reach logical conclusions	E	Application/Interview/Assessment



## Impact upon the Organisation and the Community

<b>Criteria</b>	<b>Essential or Desirable</b>	<b>Application, Interview or Assessment</b>
An understanding of the impact of Housing Benefits and Council Tax Reduction in respect of low incomes households within the Borough	E	Interview/Assessment
Experience of working with customers and external partners to show a proven track record of successful management of a Discretionary Housing Payment budget.	D	Interview
Encourage the use of technology to improve the service and customer experience.	E	Interview/Assessment

## Management and Supervisory Responsibilities

<b>Criteria</b>	<b>Essential or Desirable</b>	<b>Application, Interview or Assessment</b>
Strategically and operationally responsible for leading, motivating and	D	Interview





directing staff to achieve efficient and effective high performing services.		
To ensure that all matters relating to people management are implemented including full adherence to the council's appraisal scheme and HR procedures.	D	Interview
Ensure compliance with Health and Safety at work, Data Protection, and other statutory requirements.	E	Application

### Initiative and Independent Action

<b>Criteria</b>	<b>Essential or Desirable</b>	<b>Application, Interview or Assessment</b>
Knowledgeable of developments within IT within the sector and able to recognise and enable those to enable efficiency and development.	E	Interview
To be a self-starter able to work with minimal supervision	E	Interview
Ability to create new and imaginative approaches to processes and systems.	E	Interview

### Additional Requirements

<b>Criteria</b>	<b>Essential or Desirable</b>	<b>Application, Interview or Assessment</b>
Knowledge and experience of using IT	E	Application



Ability to organise and manage own workload to meet agreed objectives set.	E	Application
Attention to detail.	E	Application
To undertake any other temporary responsibilities aligned with the overall purpose and grade of the role	E	Interview/Assessment

## DBS Requirements

- Standard Check

