

## JOB DESCRIPTION

<b>JOB TITLE:</b>	Revenues and Benefits Officer	<b>JE NUMBER:</b> A13435
<b>DIRECTORATE:</b>	Digital, HR (Human Resources) and Customer Services	<b>BAND: Career Grade 4 – 6</b>
<b>RESPONSIBLE TO:</b>	Revenues and Benefits Team Manager	
<b>RESPONSIBLE FOR:</b>		
<b>MAIN PURPOSE OF POST:</b>	<p>Working in one of the delivery teams within the Revenues and Benefits service, undertaking tasks which support the Revenues and Benefits Service Managers to deliver the Revenues and Benefits Service and contribute to the delivery of the Council’s strategic and corporate objectives.</p> <p>The postholder will work flexibly in a team to ensure that the Revenues and Benefits service which is delivered is effective, efficient and customer focused. The postholder will manage a personal workload that is appropriate to their skills and abilities.</p> <p>The post holder will ensure that decisions are made in accordance with law and policy guidelines, to maximise income to the authority. The postholder must be mindful of potential fraud and that suspected irregularities are referred for investigation in all cases. A common factor in the Revenues and Benefits service is that any member of staff may be called upon to act as a witness in proceedings in courts or tribunals to give factual evidence.</p>	

### DUTIES AND RESPONSIBILITIES:

<b>1.</b>	Carry out all day-to-day activities necessary for the efficient and effective billing and collection of council tax, business rates and housing rents in accordance with legislation.
<b>2.</b>	Invoice and collect sundry debt and commercial rents on behalf of service units, ensuring effective liaison with them on recovery and service-related matters.
<b>3.</b>	Issue housing benefit overpayment invoices, monitoring arrangements with debtors and taking appropriate action to recover unpaid debts.
<b>4.</b>	Collect outstanding debts, deciding, and implementing the most effective option to recover money, including setting, monitoring, and adjusting special arrangements, referral to Enforcement Agents, attachment of earnings, deduction from benefit, issue of pre committal and pre-bankruptcy letters, eviction, or county court action.
<b>5.</b>	Identify and support customers that are vulnerable, encouraging take up of available benefits and discounts. Provide money management information and techniques and signpost to regulatory bodies for further money advice where appropriate.

6.	Encourage, and influence customers to use preferred payment methods when making payments.
7.	Process refunds and write offs.
8.	Make use of all forms of recovery to trace debtors and gain information of their whereabouts, so that debt recovery is maximised.
9.	Administer applications for housing benefit and council tax support, efficiently and accurately and in accordance with benefit regulations and guidance.
10.	Ensure that housing benefit payments and overpayments are correctly calculated and coded for subsidy purposes.
11.	Deliver excellent customer service when dealing with customers and stakeholders, providing explanations and clarification of decisions and actions taken relating to legislation and council procedures.
12.	Liaise with and maintain effective working relationships with internal and external agencies and other service providers, including bailiffs, bankruptcy solicitors, insolvency practitioners, trace agencies, credit agencies and valuation officers.
13.	Recommend cases for Court action where payments are not being made in accordance with arrangements and prepare all necessary reports for the legal officer to commence possession, committal proceedings, insolvency, charging orders or other actions as required.
14.	Assist with the preparation of cases for court and Tribunals, providing support at such hearings as appropriate.
15.	Carry out visits within the area to refer new builds, deleted properties and changes to the Valuation Office Agency.
16.	Ensure all amendments to the Council Tax valuation list and the Non Domestic Rating List are actioned and reconciled.
17.	Deal promptly, efficiently, and accurately with disputes and appeals against decisions in accordance with service standards and office procedures and advise of any cases that may be contentious.
18.	Support the councils counter fraud strategies and initiatives and to support the DWP in the Single Fraud Investigation Service.
19.	Maintain an up-to-date knowledge of relevant legislation and IT applications to enable the efficient carrying out of duties.
20.	Ensure local and national key performance indicators are being met.
21.	Respond to account enquiries promptly, to avoid non-payment and misunderstanding.
22.	Adhere to the Council's safeguarding and protection of vulnerable adults policies and ensure that concerns are reported to the relevant agency if financial or other forms of abuse are suspected.

23.	Attend interviews and home visits, including on some occasions those outside normal hours, as necessary, including attendance at any promotional functions or evening meetings.
24.	Ensure that the use of ICT systems and communications with DWP through the Customer Information System (CIS) or equivalent are properly implemented and undertaken in accordance with agreed procedures.
25.	Recognise and recommend improvements to the customer experience.
26.	Achieve own performance targets so that a quality service is delivered to customers.
27.	Support the induction and coaching of staff members.
28.	Promote and support customers registering and using the council's online services and carry out functions associated with their personal account – eg linking accounts, resolving failed registrations, activating and deactivating accounts etc.

**GENERAL – To be aware of and implement the following:**

**Equalities** – The council's Equality and Diversity Policy which sets out the council's commitment to advancing equality and social inclusion while celebrating the diversity within our communities.

**Code of Conduct** – All employees of Chesterfield Borough Council must comply with the Employees' Code of Conduct.

**Health & safety** – To comply with the Health and Safety at Work etc. Act (1974) and carry out all duties in accordance with the Council's Health and Safety policy.

**Staff Development** - The Council's Performance & Development Review is an integral part of Chesterfield Borough Council's performance management framework as well as a key employee development procedure. You will be required to undertake any training required for the job role.

**Data Protection** – All employees must adhere to the requirements of the General Data Protection Regulations (GDPR) and the Data Protection Act 2018 in respect of confidentiality and disclosure of data.

**Safeguarding Children and Vulnerable Adults** - The council has both a moral and legal obligation to ensure a duty of care for children and vulnerable adults across its services. We are committed to ensuring that all children and vulnerable adults are protected and kept safe from harm, and we have a responsibility to safeguard and promote well-being.

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<b>SPECIAL FEATURES OF POST:</b>				
Political Restriction	YES		NO	x
Vetting Checks e.g Disclosure and Barring Service (DBS)	YES	x		
Flexible approach to time of work, with ability to work evenings and weekends as required by the needs of the service.	YES	x	NO	
Hybrid working post* This post will typically be delivered from the Customer Service Centre or Chesterfield Town Hall. Opportunities to work from home for some days each week may be agreed with your manager,	YES	x		

It is the council's intention that this job description is seen as a guide to the main areas and duties for which the job holder is accountable. However, as the work that the council changes the job holder's obligations are also bound to vary and develop, so the job description should be seen as a guide and not as a permanent, definitive and exhaustive statement. This job description is non-contractual.

## PERSON SPECIFICATION

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<b>DIRECTORATE:</b>	Digital, HR and Customer Services	<b>DATE:</b>	2023

<b>KNOWLEDGE / SKILLS / ABILITIES</b>		<b>Assessment Method</b>
-		Application Form, Presentation, Scenario based Exercise, Interview, Qualification / Certificates
<b>Essential</b>		
	<ul style="list-style-type: none"> <li>- Clear communicator.</li> <li>- Good numeracy skills</li> <li>- Ability to work methodically, accurately and thoroughly, paying close attention to detail</li> <li>- IT literate, including word and excel</li> <li>- Concise, accurate and professional written and verbal communication skills</li> <li>- Has demonstrable passion for delivering customer service excellence</li> <li>- Problem solver. Demonstration of good diagnostic and questioning ability</li> <li>- Empathetic. Able to deal with highly sensitive subject matters with empathy and understanding</li> <li>- Awareness of own emotions and their impact on others</li> <li>- Good at building rapport and engaging with others</li> <li>- Able and prepared to adapt to different circumstances</li> <li>- Willingness and capability to learn and grow in the role</li> </ul>	
<b>Desirable</b>		
	<ul style="list-style-type: none"> <li>- A good working knowledge of relevant legislation</li> <li>- Understanding of council tax, housing rent, sundry debt or NNDR legislation</li> <li>- Good knowledge of council tax, business rates, sundry debt or rent recovery cycles</li> <li>- Good working knowledge in relation to information governance, and data protection</li> <li>- Knowledge of service delivery within a council environment</li> <li>- Knowledge of Capita Academy or Northgate Housing IT systems</li> </ul>	Interview
<b>EXPERIENCE</b>		
<b>Essential</b>		

	<ul style="list-style-type: none"> <li>- Experience of coping well under pressure and dealing with difficult situations</li> <li>- Experience of dealing with the public</li> </ul>	Application Form, Interview
<b>Desirable</b>		
	<ul style="list-style-type: none"> <li>- Experience of using Academy or Northgate Housing software systems</li> <li>- Experience of presenting evidence at Court or Tribunals</li> </ul>	Interview
<b>QUALIFICATIONS</b>		
<b>Essential</b>		
	- GCSE STANDARD	Application Form
<b>Desirable</b>		
	- IRRV, CIOH or similar, or relevant experience	Application form \Interview
<b>OTHER REQUIREMENTS</b>		
<b>Essential</b>		
	A satisfactory DBS certificate will be required Full driving license is desirable	Application Form, Interview
<b>COMPETENCY REQUIREMENT:</b>		
<b>Seeing the Big Picture</b>	<p>Seeing the big picture is about having an in-depth understanding and knowledge of how your role fits with and supports the council plan and the wider public needs and the national interest. For all staff, it is about focusing your contribution on the activities which will meet the council goals and deliver the greatest value.</p> <p>For leaders, it is about scanning the political context and taking account of wider impacts to develop long term implementation strategies that maximise opportunities to add value to the customer and support economic, sustainable growth.</p>	Interview
<b>Level: 1</b>		
<b>Changing and Improving</b>	<p>People who are effective in this area take initiative, are innovative and seek out opportunities to create effective change. For all staff, it's about learning from what has worked as well as what has not, being open to change and improvement, and working in 'smarter', more focused ways.</p>	Interview
<b>Level: 1</b>		

	For leaders, this is about creating and encouraging a culture of innovation and allowing people to consider and take informed decisions. Doing this well means continuously seeking out ways to improve policy implementation and build a leaner, more flexible and responsive council. It also means making use of alternative delivery models including digital and partnership approaches wherever possible.	
<b>Making Effective Decisions</b>	Effectiveness in this area is about using sound judgement, evidence, and knowledge to arrive at accurate, expert, and professional decisions and advice. For all staff it is being careful and thoughtful about the use and protection of council and public information to ensure it is handled securely and with care. For leaders it is about reaching evidence-based strategies, evaluating options, impacts, risks, and solutions, and creating a security culture around the handling information. They will aim to maximise return while minimising risk and balancing a range of considerations to provide sustainable outcomes.	Interview
<b>Level: 1</b>		
<b>Leading &amp; Communicating</b>	At all levels, effectiveness in this area is about showing our pride and passion for public service, communicating purpose and direction with clarity, integrity, and enthusiasm. It's about championing difference and external experience and supporting principles of fairness of opportunity for all. For leaders, it is about being visible, establishing a strong direction and persuasive future vision; managing and engaging with people in a straightforward, truthful, and candid way.	Interview
<b>Level: 1</b>		
<b>Collaborating and Partnering</b>	People skilled in this area are team players. At all levels, it requires working collaboratively, sharing information appropriately and building supportive, trusting, and professional relationships with colleagues and a wide range of people within and outside the council, whilst having the confidence to challenge assumptions. For senior leaders, it is about being approachable, delivering business objectives through creating an inclusive environment, welcoming challenge however uncomfortable	Interview
<b>Level: 1</b>		

<b>Developing self and others</b>	<p>Effectiveness in this area is having a strong focus on continuous learning for oneself, others, and the organisation. For all staff, it is being open to learning, about keeping one's own knowledge and skill set current and evolving.</p> <p>For leaders, it is about investing in the capabilities of our people, to be effective now and in the future as well as giving clear, honest feedback and supporting teams to succeed. It is also about creating a learning and knowledge culture across the organisation to inform plans and transformational change</p>	Interview
<b>Level: 1</b>		
<b>Delivering Value for Money</b>	<p>Delivering value for money involves the efficient, effective, and economic use of taxpayers' money in the delivery of public services. For all staff, it means seeking out and implementing solutions which achieve the best mix of quality, and effectiveness for the least outlay. People who do this well base their decisions on evidenced information and follow agreed processes and policies, challenging these appropriately where they prevent excellent value for money.</p> <p>For leaders it's about embedding a culture of value for money within their area/function. They work collaboratively across boundaries to ensure that the council maximises its strategic outcomes within the resources available</p>	Interview
<b>Level: 1</b>		
<b>Managing a Quality Service</b>	<p>Effectiveness in this area is about valuing and modelling professional excellence and expertise to deliver service objectives, taking account of diverse customer needs and requirements. People who are effective plan, organise and manage their time and activities to deliver a high quality, secure, reliable, and efficient service, applying programme, project, and risk management approaches to support service delivery.</p> <p>For leaders, it is about creating an environment to deliver operational excellence and creating the most appropriate and cost-effective delivery models for public services</p>	Interview
<b>Level: 1</b>		



<b>Delivering at Pace</b>	Effectiveness in this area means focusing on delivering timely performance with energy and taking responsibility and accountability for quality outcomes. For all staff, it is about working to agreed goals and activities and dealing with challenges in a responsive and constructive way. For leaders, it is about building a performance culture where staff are given space, authority, and support to deliver outcomes. It is also about keeping a firm focus on priorities and addressing performance issues resolutely, fairly, and promptly	Interview
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