

Trainee Billing & Benefits Officer

Final

Date: January 2018

POST: Trainee Billing & Benefits Officer
SERVICE: Revenues & Benefits
SECTION: Billing & Benefits
BAND: 3
REPORTS TO: Senior Billing & Benefits Officer
RESPONSIBLE FOR: N/A
TYPE: 1) Hot desking or Agile/Mobile Working

All Council posts are subject to National Joint Council (NJC) conditions of service.

Basildon Borough Council is committed to safeguarding and promoting the welfare of children and adults, and expects all employees, contractors and volunteers to share its commitment to prevent abuse, harm or exploitation.

Please note that the Council applies a robust recruitment vetting process.

Please note that this post is subject to Department of Works and Pensions (DWP), Protection of National Infrastructure conditions, which means that the post holder will be required to undergo further vetting processes to ensure compliance.

Please note that this post will require a standard Disclosure and Barring Certificate.

MAIN PURPOSE

The purpose of this post is to learn to administer aspects of Council Tax billing, Housing Benefit and Local Council Tax Support assessment. The post holder will be trained to ensure a high standard of quality and accuracy of work being mindful that all work undertaken is in accordance with law, regulations and guidelines and handled as promptly and efficiently as possible.

GENERAL INFORMATION

The Revenues and Benefits Service administers the billing and collection of Council Tax, Business Rates liabilities and corporate debt, the assessment of Housing Benefit and the Local Council Tax Support (LCTS) scheme. The Service is responsible for ensuring that benefits are paid timely and accurately and that the tax base is protected.

The post holder is expected to successfully learn and put into practice how to correctly assess benefit applications. Making decisions on eligibility and entitlement, make benefits payments in accordance with law and policy guidelines, and to issue notifications timely and in accordance with policy. Alongside this the post holder will learn to make decisions on Council Tax liability and award simple exemptions and discounts.

All staff must be mindful of potential fraud and that suspected irregularities are referred for investigation in all cases.

A common factor in Revenues and Benefits services 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.

DUTIES

1. Day-to-day administration of Council Tax billing and benefits processes, whilst seeking to promote efficiency and continuous improvement.
2. Following training and support, interpret Council Tax and Benefits legislation, ensuring that processes and decisions apply in accordance with law and policy guidelines.
3. Following training administer the Local Council Tax Support Scheme in accordance with local policy and guidelines.
4. Following training make decisions in respect of Council Tax liability awarding simple exemptions and discounts where appropriate. Ensuring that notices are issued in a timely manner, referring any matters of doubt to a Senior Billing and Benefits officer.
5. Undertake enquiries to identify exemptions, discounts and reliefs from council tax and evaluate household details relating to Housing Benefit / Local Council Support claims, carrying out assessments of income, capital and other resources relating to entitlement.
6. Verify and validate information, making all necessary calculations to determine entitlement and notifying customers accordingly.
7. Liaise with Visiting Officers in relation to establishment of liabilities, reliefs and other queries, including the completion of new dwellings and claims for benefit and LCTS.
8. Following training, maintain an awareness of current legislation, policy and guidance relating to Council Tax, Housing Benefits and Local Council Tax Support.
9. To liaise with all internal and external partners as required.
10. Undertake all the duties within the framework of Equal Opportunities.
11. Any other duties appropriate to the post: These other duties must be equivalent to or below the salary and status of the role and, where appropriate, under the Equality Act 2010, due consideration must be given to any employees with a "protected characteristic".

12. You must cooperate in all matters relating to Health and Safety and implement all procedures for your job role. The identification of Health and Safety related risks within the working environment must be highlighted to your management.

PERSON SPECIFICATION

Position Title:	Trainee Billing & Benefits Officer	Date Prepared:	17/01/2017
Department:	Revenues & Benefits	Band:	3

AF= Application Form	I = Interview	T= Test
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	REQUIREMENTS	Essential	Desirable	Assessed
1.	EXPERIENCE AND KNOWLEDGE			
1.1	Experience of working in an office environment.		✓	AF/I
1.2	Experience of customer/public contact demonstrating good communication and interpersonal skills	✓		AF/I/T
1.3	Experience of accurately maintaining and interpreting personal and financial data	✓		AF/I/T
1.4	Experience of using office information systems	✓		AF/I/T
2.	COMPETENCIES			
	DECIDING AND INITIATING ACTION			
1.1	<ul style="list-style-type: none"> a) Makes prompt, clear decisions which may involve tough choices or considered risks b) Takes responsibility for actions, projects and people c) Takes initiative, acts with confidence and works under own direction d) Initiates and generates activity 	✓		AF/I
	WORKING WITH PEOPLE			
2.1	<ul style="list-style-type: none"> a) Demonstrates an interest in and understanding of others b) Adapts to the team and builds team spirit c) Recognises and rewards the contribution of others d) Listens, consults others and communicates proactively e) Supports and cares for others f) Develops and openly communicates self-insight such as an awareness of own strengths and weaknesses 	✓		AF/I
	WRITING AND REPORTING			
4.1	<ul style="list-style-type: none"> a) Writes clearly, succinctly and correctly b) Writes convincingly in an engaging and expressive manner c) Avoids the unnecessary use of jargon or complicated language d) Writes in a well structured and logical way 	✓		AF/I

	REQUIREMENTS	Essential	Desirable	Assessed
	e) Structures information to meet the needs and understanding of the intended audience			
6.1	PLANNING AND ORGANISING a) Sets clearly defined objectives b) Plans activities and projects well in advance and takes account of possible changing circumstances c) Manages time effectively d) Identifies and organises resources needed to accomplish tasks e) Monitors performance against deadlines and milestones	✓		AF/I
7.1	ADAPTING AND RESPONDING TO CHANGE a) Adapts to changing circumstances b) Accepts new ideas and change initiatives c) Adapts interpersonal style to suit different people or situations d) Shows respect and sensitivity towards cultural and religious differences e) Deals with ambiguity, making positive use of the opportunities it presents	✓		AF/I
3	EDUCATION AND TRAINING			
3.1	Educated to GCSE level or equivalent, indicating an aptitude for mathematics and English language	✓		AF/I