

# Training Officer

*Final*

*Date: 09/04/2018*

**POST:** Training Officer  
**SERVICE:** Revenues & Benefits  
**SECTION:** Billing & Benefits  
**BAND:** 6  
**REPORTS TO:** Senior Training 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.

## **MAIN PURPOSE**

This post provides dedicated Civica Revenues & Benefits systems and legislative training for staff throughout the Revenues and Benefits service, this includes other authorities signed up to the shared service working arena. The post holder ensures that all staff remain fully up-to-date with service developments and new procedures, facilitates training from internal or external sources and provides direct training of staff, 121 and in groups and assists in maintaining up-to-date documented records of policies and procedures.

## **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 ensures that Revenues and Benefits staff are trained and empowered to make decisions on Council Tax liability, exemptions, discounts, reliefs, support and Benefit entitlement in accordance with law and policy guidelines, ensuring that demands and notices are issued in a timely manner.

There may be a requirement for the post holder to travel to other Authorities supporting the service with any shared service opportunities.

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. Maintain a detailed level of knowledge and expertise of revenues and benefits Civica application software and a solid working knowledge of revenues and benefits administration and legislation
2. Receive information from managers in relation to training needs and personal development of Revenues and Benefits staff. Ensuring that staff participate in appropriate training activities by arranging training accordingly in conjunction with the appropriate line managers
3. Design and deliver new and refresher training courses on a 121 basis and to groups of staff.
4. Draft procedure and practice notes in consultation with senior officers as necessary
5. Make specific training provision for all new entrants, monitoring progress and deciding in conjunction with senior staff when new entrants may be released from the training environment.
6. Maintain training records and report training needs to the relevant senior officer, in conjunction with the Senior Quality and Accuracy Officer, making recommendations as to how training can be provided.
7. Liaise with senior staff to identify training needs arising from Government initiatives, scheme changes and new procedural guidance e.g. DWP circulars, and to deliver or facilitate appropriate training.
8. Liaise with the Systems & Technical team to identify training needs arising from Revenues & Benefits system changes to enable delivery of or to facilitate appropriate training and / or updates
9. Procure training from external sources, having regard to budget constraints, seeking approval from senior managers as necessary in consultation with Organisation Development.
10. In consultation with Organisation Development, oversee qualification training for revenues and benefits staff obtaining approvals from senior managers as budget constraints permit and monitoring progress of individuals.

11. To liaise with all internal and external partners as required.
12. Undertake all the duties within the framework of Equal Opportunities.
13. 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”.
14. 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**

<b>Position Title:</b>	Training Officer	<b>Date Prepared:</b>	09/04/2018
<b>Department:</b>	Revenues and Benefits	<b>Band:</b>	6

<b>AF= Application Form</b>	<b>I = Interview</b>	<b>T= Test</b>
-----------------------------	----------------------	----------------

	<b>REQUIREMENTS</b>	<b>Essential</b>	<b>Desirable</b>	<b>Assessed</b>
<b>1.</b>	<b>EXPERIENCE AND KNOWLEDGE</b>			
1.1	Experience of working in a busy Revenues and Benefits Section or in an equivalent environment	✓		<b>AF/I</b>
1.2	Experience in team leadership, in a climate of legislative and organisational change	✓		<b>AF/I</b>
1.3	A strong understanding of service performance and the meeting of targets	✓		<b>AF/I/T</b>
1.4	Can demonstrate excellent communication and interpersonal skills	✓		<b>AF/I/T</b>
1.5	Experience of managing resources, including the effective use of Information systems, to achieve results	✓		<b>AF/I</b>
<b>2.</b>	<b>COMPETENCIES</b>			
	<b>DECIDING AND INITIATING ACTION</b>			
1.1	<ul style="list-style-type: none"> <li>a) Makes prompt, clear decisions which may involve tough choices or considered risks</li> <li>b) Takes responsibility for actions, projects and people</li> <li>c) Takes initiative, acts with confidence and works under own direction</li> <li>d) Initiates and generates activity</li> </ul>	✓		<b>AF/I</b>
	<b>ADHERING TO PRINCIPLES AND VALUES</b>			
2.2	<ul style="list-style-type: none"> <li>a) Upholds ethics and values</li> <li>b) Demonstrates integrity</li> <li>c) Promotes and defends equal opportunities, builds diverse teams, Encourages organisational and individual responsibility towards the community and the environment</li> </ul>	✓		<b>AF/I</b>
	<b>PERSUADING AND INFLUENCING</b>			
3.2	<ul style="list-style-type: none"> <li>a) Makes a strong personal impression on others</li> <li>b) Gains clear agreement and commitment from others by persuading, convincing and negotiating</li> <li>c) Promotes ideas on behalf of self or others</li> </ul>	✓		<b>AF/I</b>

	<b>REQUIREMENTS</b>	<b>Essential</b>	<b>Desirable</b>	<b>Assessed</b>
	d) Makes effective use of political processes to influence and persuade others			
4.2	<b>APPLYING EXPERTISE AND TECHNOLOGY</b> a) Applies specialist and detailed technical expertise b) Develops job knowledge and expertise through continual professional development c) Shares expertise and knowledge with others d) Uses technology to achieve work objectives e) Demonstrates appropriate physical co-ordination and endurance, manual skill, spatial awareness and dexterity f) Demonstrates an understanding of different organisational departments and functions	✓		<b>AF/I</b>
6.2	<b>DELIVERING RESULTS AND MEETING CUSTOMER EXPECTATIONS</b> a) Focuses on customer needs and satisfaction b) Sets high standards for quality and quantity c) Monitors and maintains quality and productivity d) Works in a systematic, methodical and orderly way e) Consistently achieves project goals	✓		<b>AF/I</b>
7.2	<b>COPING WITH PRESSURES AND SETBACKS</b> a) Works productively in a high pressure environment b) Keeps emotions under control during difficult situations c) Balances the demands of work life and personal life d) Maintains a positive outlook at work e) Handles criticism well and learns from it	✓		<b>AF/I</b>
<b>3.</b>	<b>EDUCATION AND TRAINING</b>			
3.1	IRRV qualified/member or other relevant qualification and evidence of continuing professional development		✓	<b>AF/I/T</b>
3.2	Trained in Revenues and Benefits law & practice	✓		<b>AF/I/T</b>