

JOB DESCRIPTION - CORPORATE SERVICES

IDENTIFICATION

Post Title:: Accounts/Benefits Assistant
Section: Accounts
Responsible to: Revenues Officer
Responsible for:

Post Ref:
Grade: 6

JOB PURPOSE

Under relevant degrees of supervision, undertake as part of a team, duties relating to the billing and redemption of Council Tax and the administration of Housing Benefit, Council Tax Reduction, Educational Benefits and Discretionary Hardship Payments.

PRINCIPAL WORKING CONTACTS

Members of the Public
Colleagues in Benefit Delivery
Colleagues in other Council Services

MAIN DUTIES

As part of this team you will be responsible for the billing and collection of Council Tax. You will be required to apply the appropriate legislation in order to issue Council tax bills and aware discounts and exemptions.

Process applications for Housing Benefit & Council Tax Reduction in accordance with appropriate legislation.

Award Educational Benefits, such as Free School Meals and Education Maintenance Allowance and Discretionary Housing Payments.

Ensure that proper checks and verifications are made on the information supplied in connection with application for benefit.

Investigate cases at assessment stage with reference to stopping fraud entering the system.

To deal with all enquiries in respect of all Council Tax liability, Benefit and Reduction applications, determinations (payment and overpayment) or prospective applications either by:-

Contacting customers and answering queries by telephone
Providing advice and information by text or email
Interviews with customers at Dundee House
Corresponding by letter

Deal with all correspondence (from claimants, Department for Work and Pensions (DWP), Her Majesty's Revenue & Customs (HMRC), Housing Associations and Private Landlords) relating to the assessment, amendments, renewal or cancellation of claims within stipulated time limits.

Be conversant and keep up to date with the implications of complex and continually changing legislation.

Be aware of the principles of fraud prevention and DWP policy in safeguarding the Benefit system.

Following an appropriate period of training and consolidation, meet the output/accuracy targets expected of all Accounts/Benefits Assistants.

OTHER DUTIES

This job description is a broad picture of the post at the date of preparation. It is not an exhaustive list of all possible duties and it is recognised that jobs change and evolve over time. Consequently, this is not a contractual document and the postholder will be required to carry out any other duties to the equivalent level that are necessary to fulfil the purpose of the job.

PERSON SPECIFICATION

POST TITLE: Accounts/Benefits Assistant

DIVISION/DEPARTMENT SECTION: Corporate Services/Finance Revenues Division

	ESSENTIAL REQUIREMENTS	DESIRABLE REQUIREMENTS	METHOD OF ASSESSMENT
PROFESSIONAL/ EDUCATIONAL QUALIFICATIONS	5 National 5s, at level 2 or above, including English and Maths, or equivalent; or relevant experience of working within a Benefit Delivery Team environment	3 Higher grades, at level 3 or above, including English and Maths, or equivalent; or IRRV technician or professional qualification.	Inspection of certificates.
RELEVANT WORK/OTHER EXPERIENCE	<p>Experience of supporting the public in a service delivery environment</p> <p>Experience of an organised and methodical approach to work to ensure that work output expectations are met.</p> <p>Data protection awareness.</p> <p>Experience using computerised systems including Microsoft Office</p> <p>Experience of working with computerised systems to input and retrieve data.</p>	<p>Previous experience of assessing Council Tax or Housing Benefit/ Council Tax Benefit.</p> <p>Good knowledge of computer systems, preferably Northgate and Comino.</p> <p>Knowledge of Welfare Benefits.</p>	Reference and Interview.
PARTICULAR SKILLS/ABILITIES	<p>Good communication skills - written and oral</p> <p>Excellent ability to communicate with customers and colleagues</p> <p>Ability to organise and prioritise workload</p> <p>Takes responsibility to work accurately, efficiently and ensure deadlines are met.</p> <p>Keyboard skills.</p> <p>Good numeracy skills.</p> <p>Ability to work under pressure.</p>	Ability to interpret regulations and legislation.	Reference and Interview.

PERSONAL QUALITIES	<p>Ability to work with minimum supervision.</p> <p>Ability to work as part of a team.</p> <p>Calm disposition and approachable manner.</p> <p>Flexible approach to carrying out duties.</p> <p>Self motivation.</p>	Ability to think creatively to provide excellent Customer Service.	Reference and Interview.
ANY ADDITIONAL JOB RELATED REQUIREMENTS			