BCP COUNCIL JOB DESCRIPTION

SERVICE UNIT:Financial Services - Revenues & BenefitsJOB TITLE:Level 5 – Advanced processorREF No:BOP Grade F (Level 5)JE REF:Team Manager

MAIN PURPOSE

- Making decisions on customer entitlement to Housing Benefit, Council Tax Support, Discretionary Housing Payments, Adult Social Care Financial Assessments, Non-Domestic rates or Council Tax exemptions and discounts.
- Carrying out face-to-face interviews / telephone conversations with customers and their representatives on benefit, housing and council tax and debt related matters.
- Administering and updating records.
- Supporting cost effective and efficient working processes.
- Work to Performance Management objectives to ensure timely and accurate processing.

MAIN RESPONSIBILITIES

- 1. Dealing with day-to-day complex enquiries regarding Housing Benefit, Discretionary Housing Payments, Adult Social Care Financial Assessments, Council Tax Support or Non-Domestic rates, Council Tax exemptions and discounts or debt related matters.
- 2. Determine liability, discounts and exemptions for Council Tax, Non-Domestic rates, entitlement to Housing Benefit, Discretionary Housing Payments, Council Tax Support, contributions towards Care Packages and exemptions within procedures, guidelines, and legislation.
- 3. Negotiating arrangements with customers and their representatives for settlement of arrears in accordance with procedures/guidelines.
- 4. Processing incoming correspondence, verifying documents and cross-checking information provided to determine the evidence necessary for assessment and award of entitlements, discounts and exemptions.
- 5. Correct issue of correspondence ensuring systems are maintained to ensure accuracy and provision of audit trail of decision and actions agreed in line with procedures.
- 6. Raising, maintaining, controlling, and recovering accounts for all income receivable within the income section including Housing Benefit and Discretionary Housing Payment Overpayments.
- 7. To liaise effectively with customers via the telephone, in writing, public counter and whilst carrying out visits courteously and in line with Customer Services Standards.
- 8. To monitor, maintain, records/accounts/CCJs/LO/Bankruptcy in accordance with procedures and standards acting accordingly.
- To provide support, advice, signposting, and guidance to customers in line with current policy and legislation.
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- 10. To attend court as requested.
- 11. To refer cases to the Compliance team where appropriate.
- 12. Liaise with other stakeholders, Council departments or agencies including landlords, the Department for Work and Pensions, HMRC (HM Revenue & Customs) and the Pension Service where appropriate or required for safeguarding matters
- 13. Ensure all documentation is checked for accuracy before dispatch.
- 14. To undertake such other duties as may be required from time to time commensurate with the level of the post.
- 15. To comply with all decisions, policies and standing orders of the Council and any relevant statutory requirements, including the Equality Act, the Health and Safety at Work Act and Data Protection Act.

Prepared by: SVPP Project team

Updated: August 2014

PERSON SPECIFICATION

ATTRIBUTES & CRITERIA	ESSENTIAL/ DESIRABLE	METHOD OF ASSESSMENT
EXPERIENCE		Application Form
 Experience of working within revenues and benefits/sundry debtors department. Experience of working in a changing environment Implementation of legislation in a customer service environment 	Desirable	Interview
	Essential	References
	Essential	
QUALIFICATIONS / TRAINING		Application Form
 Minimum of 5 GCSE's A-C including Maths and English or equivalent 	Essential	Certificates
		Interview
 NVQ Level 3 or equivalent qualification 	Essential	
 Educated to IRRV Technician level or equivalent 	Desirable	
APTITUDES /ABILITIES		Application Form
Ability to effectively communicate decisions in regard to	Essential	Interview
assessments and work carried out		References
Uses data to inform their decision-making process	Essential	
 Flexible approach to change and working practices Ability to keep efficient written records of work done 	Looonia	
 Well organised with the ability to prioritise and carry out tasks accurately under pressure and to tight deadlines in line with performance standards Ability to relate to wide range of people 	Essential	
	Essential	
	Essential	
 Good interpersonal, communication and literacy skills, both written and verbal 	Essential	
Good negotiation skills		
 Numerate and evaluative Good team worker and awareness of the principles of good team working 	Essential	
	Essential	
 Ability to collate and present information in a clear manner 		
Competent and professional customer service skills	Essential	
	Essential	
	Essential	
	Essential	

Level 5 Advanced Process		
	Essential	
KNOWLEDGE		Application Form
 A comprehensive understanding of the legislation relating to Housing Benefit & Council Tax Support 	Essential	Interview
 Implementing Council Tax and Non-Domestic Rate procedures within legislation 		References
 Knowledge of Welfare Reforms Knowledge of Adult Social Care Financial Assessment process / Care Act 	Essential	
 Working knowledge of Microsoft Office, including Word, Excel, and Outlook 	Essential	
 Use of ICT systems including databases in particular Academy and EDM 	Essential	
Knowledge Data Protection Act		
	Essential	
	Essential	
	Essential	
ATTITUDE / MOTIVATION		Application Form
Self-motivated	Essential	Interview
 Commitment to providing an elevated level of customer service 	Essential	References
Work constructively with colleagues and other convises to deliver chiestives to deadlines		
services to deliver objectives to deadlinesCustomer focused with ability to review services for	Essential	
better outcomes	Essential	
OTHER FACTORS		Application Form
 Ability to travel around the BCP Council and surrounding area in an agreed timely manner 	Essential	Interview