

BCP COUNCIL JOB DESCRIPTION

SERVICE UNIT: Financial Services - Revenues & Benefits
JOB TITLE: Level 5 – Advanced processor
REF No:
GRADE: BOP Grade F (Level 5)
JE REF:
RESPONSIBLE TO: 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.
9. To provide support, advice, signposting, and guidance to customers in line with current policy and legislation.

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

Page 3 of 4

	Essential	
KNOWLEDGE <ul style="list-style-type: none"> • A comprehensive understanding of the legislation relating to Housing Benefit & Council Tax Support • Implementing Council Tax and Non-Domestic Rate procedures within legislation • Knowledge of Welfare Reforms • Knowledge of Adult Social Care Financial Assessment process / Care Act • Working knowledge of Microsoft Office, including Word, Excel, and Outlook • Use of ICT systems including databases in particular Academy and EDM • Knowledge Data Protection Act 	Essential Essential Essential Essential Essential Essential	Application Form Interview References
ATTITUDE / MOTIVATION <ul style="list-style-type: none"> • Self-motivated • Commitment to providing an elevated level of customer service • Work constructively with colleagues and other services to deliver objectives to deadlines • Customer focused with ability to review services for better outcomes 	Essential Essential Essential Essential	Application Form Interview References
OTHER FACTORS <ul style="list-style-type: none"> • Ability to travel around the BCP Council and surrounding area in an agreed timely manner 	Essential	Application Form Interview