**BOROUGH OF POOLE**

**JOB DESCRIPTION**

**SERVICE UNIT: Revenues and Benefits - Finance**

**JOB TITLE: Level 4 –Support Officer**

**REF No:**

**GRADE: Grade E**

**JE REF: SVBSGE**

**RESPONSIBLE TO: Manager**

**MAIN PURPOSE**

* To provide administrative and data inputting support to the dedicated partnership service area
* To prepare and administer case files in line with Benefits and Revenues statutory guidelines to support the administrative process of deciding entitlement to Housing Benefit, Council Tax Support, Discretionary Housing Payments, Reconsiderations and Appeals, as well as Non-Domestic rates or Council tax exemptions and discounts in accordance with Legislation
* To Create and process invoices, refunds and support debt recovery for Housing Benefit overpayments and Sundry Debts in accordance with Legislation and Protocols
* To prepare and support the administrative process of recovering Council Tax and Non Domestic Rates in accordance with Legislation
* To prepare and support the administrative process of Financial Assessments in accordance with the Care Act.
* To maintain filing in Academy and Electronic Document Management systems
* Confidently administering and updating records
* To ensure sensitive and personal information is dealt with in accordance with the General Data Protection Regulations and relevant data handling procedures
* Supporting cost effective and efficient working processes
* Work to Performance Management objectives to ensure timely and accurate updating of records

**MAIN RESPONSIBILITIES**

1. Dealing with general and complex enquiries, which may be of a contentious nature and responding by letter, email and telephone in regards to Housing Benefit, Discretionary Housing Payments, Council Tax Support, Non-Domestic rates, Council Tax exemptions and discounts, Housing Benefit overpayments, Sundry Debts and Financial Assessments.
2. Processing incoming correspondence, verifying documents and cross-checking information provided to support the administration process for assessment and award of entitlements, contributions, discounts and exemptions, and recovery of Council Tax, Non Domestic Rates, Housing Benefit overpayments and Sundry Debts.
3. Correct issue of correspondence ensuring systems are maintained to ensure accuracy and provision of audit trail of decision and actions agreed in line with Stour Valley and Poole Partnership procedures.
4. Maintaining, controlling and recovering accounts for all income receivable within the income section including Housing Benefit, Discretionary Housing Payment Overpayments and Sundry Debt
5. To liaise effectively with customers via the telephone, in writing or at a public counter.
6. To monitor, update & maintain records/accounts in accordance with Stour Valley and Poole Partnerships’ procedures and standards.
7. To provide support, advice, signposting and guidance in response to complex customer enquiries through all channels, in line with current policy and legislation.
8. To refer cases to the Compliance team in accordance with SVPP procedures.
9. To administer and update records for the VOA referral and decisions process of a fair rent valuation in accordance with the Housing Benefit Legislation.
10. Administer and update records for Community Intrastructure Levies (CILS) in accordance with CIL Regulations 2010.
11. To administer and update accounts in accordance with the review process for live claims/ discounts & exemptions.
12. Process records for the compilation of Housing Benefit / Council Tax Support Appeals and Pre-Action Protocol for Sundry debts ensuring all documentation is checked for accuracy before dispatch.
13. To provide administrative assistance in the implementation of Welfare Reforms and annual invoicing.
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: Collection Services Manager

Updated: May 2018

**PERSON SPECIFICATION**

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| **ATTRIBUTES & CRITERIA** | **ESSENTIAL/ DESIRABLE** | **METHOD OF ASSESSMENT** |
| **EXPERIENCE**   1. Experience of working within a Benefits & Revenues Service 2. Experience of providing high level administrative support in a team environment 3. Experience of dealing with customer enquiries by telephone, face to face and in writing 4. Implementation of legislation in a customer service environment | Desirable  Desirable  Desirable  Desirable | Application Form Interview  References |
| **QUALIFICATIONS / TRAINING**   * Minimum of 2 x A Levels or equivalent including Maths and English or equivalent * NVQ level 3 in business administration or equivalent experience | Desirable  Desirable | Application Form  Certificates  Interview |
| **APTITUDES /ABILITIES**   * Ability to work under pressure and deal with constantly changing priorities and deadlines * Strong time management skills with an ability to plan and prioritise workloads to make best use of time and resources. * Excellent interpersonal, communication and literacy skills, both written and verbal. * Ability to speak fluent English * Ability to communicate with people at all levels both in writing and verbally. * Ability to work on own initiative * Ability to think and act creatively to produce innovative solutions to challenges and issues * Ability to work/liaise and negotiate with Council colleagues, other organisations and agencies * Excellent organisation and administrative skills with the ability to keep accurate and detailed records * Ability to deal competently with feedback, staff at all levels, external agencies and Councillors * Ability to research information and produce this with clarity in an accessible informative format * Ability to analyse and present data in a clear manner * Able to offer a high level of administrative support in a fast moving environment. * Strong numeracy, literacy and IT Skills | Essential  Essential  Essential  Essential  Essential  Essential  Essential  Essential  Essential  Essential  Essential  Essential  Essential  Essential | Application Form  Interview  References  Test |
| **KNOWLEDGE**   * Excellent understanding of the Legislation, Protocols and Policies relating to Housing Benefit, Council Tax , Council Tax Support, Discretionary Housing Payments, Housing Benefit Overpayments, Sundry Debt recovery and Financial Assessments. * Excellent knowledge of Microsoft Office including Word, Excel and Outlook * Advanced user of systems including Academy & Anite * Knowledge of Data Protection Act & Freedom of Information Act. | Desirable  Desirable  Desirable  Desirable | Application Form  Interview  References  Test |
| **ATTITUDE / MOTIVATION**   1. An organiser, self-motivated, calm and friendly. 2. Able to withstand a pressured environment 3. Able to demonstrate initiative, creativity and innovation to solve/deal with challenges 4. Attention to detail and accuracy 5. A commitment to being a good and flexible team player 6. An understanding that the duties involved mean that confidentiality, diplomacy and integrity are essential at all times 7. A commitment to providing high level customer service 8. Able to deal with a wide range of people. | Essential  Essential  Desirable  Essential  Essential  Essential  Essential  Essential | Application Form  Interview  References |
| **OTHER FACTORS**   * Flexible and adaptable in approach to work. * Ability to work from different sites. * Commitment to deliver the Councils values of respect, passion, integrity, innovation and pride. | Essential  Essential |  |