



Role Profile

Reference Number	SVP002
Role Title	Revenue / Benefits Advanced Processor
Directorate	Resources
Department	Finance
Reports to	Revenue / Benefits Team Leader or Revenue / Benefits Team Manager

Role Purpose

To assess, process and take decisions on customer applications, eligibility and assessments to ensure that customers receive the right outcomes.

The role will specialise in either benefits assessments, or on assessment and collection of income, working to defined objectives, with recourse to more senior colleagues and specialists.

Accountabilities

- Review and assess customer applications, in accordance with well-defined procedures, protocols and entitlement rules, to determine eligibility and liability for a range of benefits, discounts and exemptions (this will be for either benefits, social services financial assessments, council tax, business rates or sundry debt). This will involve reviewing submitted forms and documentation, and conducting interviews.
- Check and verify documentation provided by customers in accordance with strictly defined requirements, to ensure that documents provided are applicable and correct.
- Communicate decisions regarding eligibility, entitlement, and liability to customers, so that they understand and accept the decision taken, and the reason for it.
- Issue correspondence and letters using standard templates, so that customers receive clear and appropriate written correspondence and confirmation.
- Provide information and advice in response to enquiries on complex issues relating to benefits, rates or debt-related matters, so that customers understand the procedures and requirements, and receive helpful, accurate advice. There will also be a need to signpost and refer customers to other services.
- Arrange and negotiate with customers for the settlement of arrears and income receivable, in accordance with defined protocols and procedures, so that the Council can recover and receive monies owed effectively.
- Escalate and refer more complex or specialist cases to colleagues, so that cases can be dealt with appropriately.
- Maintain accurate records and case notes on specified systems and in line with defined standards, so that information is accurate, up-to-date, accessible, and auditable.
- Co-ordinate activity around new properties to support taxation and benefits, including liaising with respective parties such as the Valuation Office Agency and agreeing completion dates.

Knowledge / Skills / Experience required

- NVQ Level 3.
- IRRV Certificate (Technician Qualification).
- Experience of customer-facing service delivery.
- Experience of complex processing.
- Detailed knowledge of processes, procedures and protocols relating to the assessment and processing of benefits/council tax/business rates applications.
- Knowledge of legislation and regulations relating to benefits/rates/council tax.
- Knowledge of a range of systems.
- Ability to manage and prioritise workload to meet deadlines.
- Ability to communicate technical and complex procedural information to customers.
- Ability to communicate with empathy and assertiveness.

Dimensions of role

- This role does not have any supervisory or management requirements.
- This role does not manage any budgets.
- Planning is short term, focused on own workload, with a need to be both proactive and reactive.

Notes

Date:	01/02/2021
Working Conditions:	<p>Aspects of the role that have a material impact on the nature of the job, once all reasonable actions have been taken to moderate or eliminate them:</p> <ul style="list-style-type: none"> • Where the role involves visiting customers or business premises, the role holder may be exposed to minimal to moderate environmental discomforts such as varying temperatures, smells or smoke. For the majority of role holders this is infrequent or not part of the role. • The role holder will need to maintain composure and concentration when undertaking assessments and recording information. • The role holder will need to communicate and deal with distressed customers, who may be confrontational or present challenging behaviour, and to deliver difficult and potentially contentious decisions that may distress customers. • In undertaking assessments, the role holder may hear and need to record distressing and upsetting information about hardships such as poverty, illness, and situations such as domestic violence and abuse.
Working Arrangements:	<ul style="list-style-type: none"> • The role may be required to work overtime as required, including evenings.