Job Description

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| **Job Title** | Revenue & Benefits Processing Officer (Level 2) |
| **Grade** | Band E |
| **Reporting To** | Team Leader |
| **JD Ref** | BUS0089G (A) |

Purpose

To administer a range of services within Revenues and Benefits, to maximise revenue and benefit entitlement whilst ensuring the safeguarding of Wirral residents. Maintaining case management records, adhering to local policy and procedures, whilst having an extensive knowledge of benefit regulations, and other associated welfare benefits.

Main Duties And Responsibilities

* Calculate, record and process transactions ensuring compliance with relevant legislation and local procedures.
* The analysis and assessment of data and information
* Perform data input to business systems to record and comply with assessment outcomes.
* Adhere to established processes and working procedures.
* Promote and support customers to use self-service.
* Enjoy, achieve, create impact, and thrive in the role and organisation.
* Live our values in the role and organisation.

**Communication, Engagement and Training:**

* Inbound and outbound contact with customers in response to enquiries through all media, such as written, telephone and email, offering advice and assistance.

**Data Analysis and Decision-Making:**

* Be proactive in contributing to the achievement of statistical and qualitative performance targets.

**Compliance:**

* Adhere to and comply with all relevant corporate policies and procedures including Health & Safety, General Data Protection Regulations (GDPR), Corporate Governance and Code of Conduct.

**Other:**

Any other duties commensurate with the grade.

Role Specific Knowledge, Experience And Skills

**Knowledge & Skills**

* Excellent literacy and numeracy skills
* Good interpersonal and communication skills
* Understanding of confidentiality requirements
* Ability to analyse information and make an appropriate decision on a course of action.
* Comprehensive IT skills e.g use of Microsoft Office, Word, Outlook etc
* Ability to work to deadlines.
* *Desirable -* Knowledge of relevant specialist legislative requirements e.g., council tax, business rates, benefits and personal finance

**Experience**

* Experience of basic data input entry into systems
* Experience of working in a customer service or office environment
* *Desirable*
* *Experience of working in local government.*
* *Knowledge and experience of Local Government Finance*

Additional Information

Work hybrid, with a flexible working approach to accommodate service needs.

Expected to work from a fixed location (subject to change).

Health & Safety Considerations:

* Lone working
* Work with VDUs (Video Display Unit) (>5hrs per week)
* Exposure to persons with challenging or aggressive behaviour

Approved By: MICHAEL FISHER

HEAD OF REVENUES & BENEFITS

Date Of Approval: 18/08/22