Job Description

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| **Job Title** | Revenue & Benefits Officer (Level 3) |
| **Grade** | Band F |
| **Reporting To** | Team Leader |
| **JD Ref** | BUS0088G (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 business transactions ensuring compliance with relevant legislation and local conventions.
* Analyse and assess data/information to determine outcomes in relation to the payment and/or collection of financial transactions.
* Perform data input to business support systems to record and comply with assessment outcomes.
* Be proactive in contributing to the achievement of statistical and qualitative performance targets.
* Assist in the development of the 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 communication through all media, such as written, telephone, email and to conduct face to face visits with customers.
* The provision of support at the magistrate’s court in respect of Council Tax liability orders.
* Responding to customers with complex enquiries and advising on business transaction processes and outcomes

**Data Analysis and Decision-Making:**

* Adhere to well defined standard business processes to analyse information and perform related complex tasks.

**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 etc.
* Ability to work to deadlines.

**Experience**

* Experience of data input entry to business support systems
* Experience of working in a customer service or office environment
* *Desirable - Knowledge and experience of working in local government.*

Additional Information

Display excellent customer care skills at all times.

Work flexibly to suit the needs of the organisation.

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

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

Health & Safety Considerations: Prolonged Repetitive Movements/Actions

* 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