



Job description			
Job title	Assistant Revenues & Benefits Officer		
Grade	Grade E		
Directorate	Resources		
Service/team	Exchequer Services		
Accountable to	Revenues & Benefits Team Managers		
Responsible for	NA		
JE Reference		Date Reviewed	09.03.2024

Purpose of the Job

You will be responsible processing data relating to any of the functions within Exchequer Services (Council Tax, Benefits, Debtors and Financial Assessments).

Responsible for the assessment and input of data relating to Revenues and Benefits administration the postholder will ensure that residents receive maximum entitlement to benefits, discounts, exemptions and if required process applications for discretionary awards of fuel and furniture.

You will assist with the provision of an efficient, effective, responsive and customer-focused service to clients and the Council, ensuring that accounts and claims are reviewed in an accurate and timely manner.

Duties and Responsibilities

This is not a comprehensive list of all the tasks, which may be required of you. It is illustrative of the general nature and level of responsibility of the work to be undertaken.

1. Review and update accounts for Revenues, Benefit, Financial Assessments and Debtors to verification standards and in accordance with Regulations, Council Policies, National Guidance, best practice and performance targets.
2. Receive and complete online assessments in relation to fuel and furniture in accordance with agreed guidelines, arrange for the delivery of vouchers or furniture and maintain administration records as necessary.
3. Update and maintain computerised records in accordance with Revenues, Benefits, Financial Assessment and Debtors procedures.



4. Deal with verbal and written enquiries.
5. Ensure that all appropriate methods are used to obtain a speedy resolution to queries and enquiries.
6. Initiate contact with customers via the appropriate media to achieve team and individual objectives.
7. Identify and classify benefit/discount overpayments and take appropriate recovery action in accordance with Regulations and Council Policy.
8. Deal with enquiries relating to the ongoing recovery actions and/or client contributions.
9. Liaise with internal and external customers and/or organisations as necessary.
10. Identify customers that fall within agreed vulnerable groups and modify account actions accordingly.
11. Undertake quality checks and complete appropriate documentation in accordance with verification requirements, Council procedures, National Guidance and best practice.
12. Identify cases of suspected fraud/financial abuse and refer cases for appropriate action.
13. Participate in projects designed to improve the quality of service provided, including testing of new/upgraded computer systems.
14. Assist with ensuring effective team communication and participate fully in the Departmental Communication Strategy.
15. Actively participate in the Performance Review and Development process, which contributes to Divisional, Team and Individual objectives.
16. Assist with the production of and adherence to procedure notes, manuals and documents and that these are accurately updated and reviewed on a regular basis.
17. Contribute to the production, implementation and monitoring of team plans and setting clear objectives, goals, and targets to ensure that Divisional & Team Plans are met.
18. Participate in forums, meetings, presentations etc, when required, ensuring accurate information and / or minutes are taken, and monitor and follow-up actions
19. Participate in all aspects of training and personal development to improve effectiveness, efficiency, and service delivery.
20. Any other duties commensurate with the grade that assists the Division in



meeting its objectives and contributes to personal development.

Knowsley Better Together – Staff Qualities



Health and Safety

- To use equipment as instructed and trained.
- To inform management of any health and safety issues which could place individuals at risk.

Data Protection and Information Security

- Implement and act in accordance with the Information Security Acceptable Use Policy, Data Protection Policy and GDPR.
- Protect the Council's information assets from unauthorised access, disclosure, modification, destruction or interference.
- Report actual or potential security incidents.