



Job description			
Job title	Senior Revenues & Benefits Officer		
Grade	Grade H		
Directorate	Resources		
Service/team	Exchequer Services		
Accountable to	Revenues & Benefits Team Managers		
Responsible for	Revenues & Benefits Assistants & Officers		
JE Reference		Date Reviewed	16.06.25

Purpose of the Job

You will be part of the Exchequer Services Team dealing with all aspects for Sundry Debtors/Financial Assessment/Revenues and Benefits in line with relevant acts, Regulations, council policies, best practice and performance targets.

You will advise Revenues & Benefits Assistants/Officers on the administration, billing, collection and recovery of revenues, allocating work and guiding officers in the interpretation of regulations and legislation to maximise collection rates.

You will advise Revenues & Benefits Assistants/Officers on the assessment and award of Benefits to ensure all work is undertaken accurately and in compliance with policy and regulations.

You will ensure that residents receive maximum entitlement to financial assessment, benefits, discounts and exemptions.

You will assist with the provision of an efficient, effective, responsive and customer-focused service to stakeholders 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. Supervise the Team in the absence of the Team Manager and provide advice and technical support to colleagues.
2. Process applications for backdating of records, ensuring decisions are made in accordance with regulations
3. Determine and process Discretionary Payment applications and complete appropriate documentation.
4. Assist the Principal Revenues and Benefits Manager with responses to complex queries, correspondence and appeals from Councillors, Members of Parliament, Solicitors and Welfare Rights organisations
5. Responsible for the completion of statistical and statutory returns and the accurate maintenance of inventories.
6. Allocate tasks and responsibilities to appropriate members of the team and assist in monitoring team performance on a regular basis.
7. Assist management in making decisions to ensure that the operational needs of the team are met, considering the impact and implications on other parts of the Service and wider organisation.
8. Participate in projects designed to improve the quality of service provided, including testing of new/upgraded computer systems and take a proactive approach to identifying improvements in working practices.
9. Assist the Team Manager in management checks and quality checks in accordance with agreed working practices, verification requirements and Council procedures.
10. Assist with producing, implementing and monitoring team plans and setting clear objectives, goals and targets to ensure that Service & Team Plans are met.
11. Identify irrecoverable debt and cases of suspected financial abuse, fraud, and take appropriate action.
12. Assist in the recruitment and selection process plus the training and development of new colleagues.
13. Process refunds and pass for authorisation in accordance with council policy (no maximum value)
14. Participate in all aspects of training and personal development this may include participation in forums, meetings, presentations etc, when required, ensuring accurate information and / or minutes are taken, and monitor and follow-up actions
15. Liaise with internal and external customers and/or organisations as necessary. Initiate contact with residents, internal departments and external organisations via the appropriate route to achieve team and individual objectives.
16. Responsible for the billing and recovery process up to and including Committal stage and Benefits administration; including arranging and managing recovery action through Courts and Enforcement Agents as required and representing the Council at Court and tribunals.
17. Any other duties commensurate with the grade that assists the Division in meeting its objectives and contributes to personal development.

As part of your role with the Council, you share a collective responsibility to support and champion children and young people who are cared for by the Council and young people who are care experienced. Children and young people tell us that including this in all job descriptions “is good” because they want all Council employees to understand how important it is to “treat children in care and care experienced young people as they would their own”. We ask that



you do this with the same commitment, care and ambition that any parent would, regardless of your job role or service area. Children and young people tell us that they want all Council employees to be “genuine”, helping to create a supportive environment, remaining alert to any worries and concerns, and ensuring that safeguarding is promoted and responded to appropriately

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 incident



Knowsley Council