



Job description			
Job title	Assistant Revenues & Benefits Officer		
Grade	Grade E		
Directorate	Resources		
Service/team	Exchequer Services		
Accountable to	Revenues Team Managers		
Responsible for	NA		
JE Reference		Date Reviewed	16.6.25

Purpose of the Job

The post-holder will be responsible for the administration and processing of data relating to any of the functions within Exchequer Services in line with relevant acts, Regulations, council policies, best practice and performance targets.

The post-holder will assist with the provision of an efficient, effective, responsive and customer-focused service to internal and external clients , ensuring that tasks are completed in an accurate and timely manner.

Duties and Responsibilities

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

1. Create, develop and accurately maintain all records and accounts administered across the full range of Exchequer Services.
2. Dealing with verbal and written enquiries, using appropriate methods to obtain a speedy resolution.
3. Initiate contact with residents, internal departments and external organisations via the appropriate route to achieve team and individual objectives.
4. Create and monitor arrears and payment arrangements and/or client contributions and instigate appropriate recovery action in accordance with regulations and council policy.
5. Identify customers that fall within agreed vulnerable groups and record actions taken accordingly.
6. Support with the identification of irrecoverable debt and cases of suspected financial abuse or fraud and refer for appropriate action.
7. Undertake quality checks and complete appropriate documentation in



accordance with verification requirements, Council procedures, National Guidance and best practice

8. Participate in projects designed to improve the quality of service provided, including testing and reporting on new or upgraded computer systems, and undertake quality checks in accordance with Council procedures.
9. Contribute to the production of procedure notes, manuals and documents and assist with the training and development of colleagues.
10. Contribute to production; implementation and monitoring of team plans and setting clear objectives, goals and targets to ensure that Divisional & Team Plans are met.
11. Participate in all aspects of training and personal development. "This could include participation in forums, meetings, presentations etc. when required, ensuring accurate information and / or minutes are taken."
12. Identify and examine disputed decisions and then refer to Revenues & Benefits Officer to take the necessary action to amend, supersede or confirm the decision or refer the case to the Team Manager as a potential appeal in accordance with Disputes and Appeals Regulations Create
13. 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 incidents.