Knowsley Council

Job description			
Job title	Assistant Revenues and Benefits Officer		
Grade	Pay Band - E		
Directorate	Resources and Partnerships		
Service/team	Revenues and Benefits		
Accountable to	Revenues and Benefits Team Manager		
Responsible for	N/A		
JE Reference	A4176	**Date Reviewed**	December 2018

Purpose of the Job

The employee will be responsible for the processing, assessment and input of all Revenues and Benefits administration and/or Financial Assessment Reviews in line with Regulations, the requirements of the Verification Framework, Council Policies, National Guidance, best practice and performance targets. The employee will ensure that claimants receive maximum entitlement to benefits, discounts and exemptions and that accounts and claims are reviewed in an accurate and timely manner.
The employee will assist customers in making claims for means tested support, undertake financial assessments, calculate special guardianship orders and advise on charges that will be levied for social care services,and carry out welfare benefit checks, advising of entitlement to and assisting with making claims for other State Benefits

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. Process all types of Revenues and Benefit accounts/reviews including Financial Assessment reviews, and documentation associated with those cases, 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 and Benefits/Financial Assessment 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 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.

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

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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 Behaviours



Always looking for better ways to do things better

Taking ownership and delivering on commitments

Working together to achieve the best outcomes

Helping others succeed and thrive

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.