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|  <p>Copeland borough council</p> <p><i>Proud of our past. Energised for our future.</i></p> <p>JOB PROFILE</p> | Job Title | Revenues and Benefits Apprentice |
| | Job Family | Technical Officer |
| | Salary Grade | Voluntary Living Wage |
| | Directorate | Customer and Community Services |
| | Department | Revenues, Benefits and Customer Services |
| | Ref No | |
| | Date | June 2017 |

* HR to allocate number

1. PURPOSE OF THE APPRENTICESHIP

To train the apprentice to be able to perform as a revenues and benefits assistant within the Revenues and Benefits Teams.

To provide the necessary technical skills via a recognised qualification to support development into a substantive Revenues or Benefits Officer role (should such become available).

To provide a range of supervised experiences that develops the apprentice to work independently by the end of the programme.

2. POSITION IN ORGANISATION

Responsible to: **Benefits Team Leader / Revenues Team Leader**

Employees responsible for: None

Context: A member of the Revenues, Benefits and Customer Services Team.

3. EMPLOYMENT BASE Whitehaven or Millom, Cumbria

4. BUDGET/FINANCIAL RESPONSIBILITIES None

5. SUMMARY OF MAIN DUTIES AND RESPONSIBILITIES

1. To gather all information and documentation required in compliance with relevant legislation, national standards and local procedures to support all decisions. To be proactive in progressing outstanding Benefit Claims so entitlement decisions are made as quickly as possible.
2. To perform all necessary procedures for the verification, processing, granting and maintenance of Housing Benefit and Council Tax Reduction Scheme claims in accordance with current legislation, government guidelines and Council policy.
3. To be fully conversant with current Housing Benefit and Council Tax Reduction Scheme legislation and have a good understanding of related state benefits.
4. To assist in the processing of both new claims to Housing Benefit and Council Tax Reduction along with any subsequent changes in circumstances.
5. To maximise revenue collection through the assertive collection of Council Tax, Sundry Debtors and Business Rates in accordance with the relevant legislation and Council policy. Negotiate payment arrangements; make decisions on the most appropriate course of action with regard to the remedies available for the recovery of these debts.
6. To assist in the maintenance the Council Tax property database accurately with respect to all amendments.
7. To assist in the processing of Valuation Office schedules and returns.
8. To assist the Billing and Recovery Team Leader at Magistrates Court.
9. In the performance of all duties, to maintain an awareness of and take responsibility for the safeguarding and handling of data protection issues in accordance with legal requirements and local procedures. To ensure that data is accurate, comprehensive, valid, stored securely, available when needed and can be relied upon.
10. Maintain an awareness of the authority's anti-poverty strategy, awareness of safeguarding children and young people, the freedom of information act, equal opportunities and diversity policies.
11. To undertake relevant training, as required and in line with the apprentice training programme.
12. To keep abreast of current developments and circulars associated with the department.
13. To assist in the compliance with and contribute to improvements in guidelines, procedures and policies that enable delivery of agreed targets and service standards. To understand and work towards performance standards that reflect the objectives of the service through the use of job specific or team performance targets. These may be set on an individual and / or team basis in consultation with line managers.
14. To maintain effective two-way communication with staff, colleagues and customers, in order to further enhance the quality of service delivery.

15. To work at all times in a safe manner within the requirements of Health & Safety legislation and to comply with other relevant statutory legislation.
16. To suspend claims as necessary to reduce the risk of overpayments of Housing Benefit.
17. To process simple changes with customers in relation to Housing Benefit and Council Tax Reduction claims.
18. To respond to emails from customers to the Revenues and Benefits team.
19. To do the daily downloads from the Data Hub
20. To undertake such other duties that are required from time to time and are commensurate with this position including opening and recording of RBCSS incoming mail in accordance with the post opening procedure, scanning and indexing of mail and clerical duties in support of the Revenues and Benefits Teams.
21. To maintain and continuously improve effective use of existing day to day systems and actively assist in the introduction of new systems and techniques to generate efficiencies and improved ways of working and to actively assist in the identification and introduction of new systems and techniques to improve the way that the Council works and to generate efficiencies.
22. To be involved, as appropriate, in the event of emergencies occurring within the Borough.

6. CONTACTS

Internal: Directors, all Officers and Elected Members of the Council.
 External: Customers including residents and businesses within Copeland, Stakeholders, DWP, CAB, and landlords.

7. SPECIAL FEATURES

The post is subject to a Disclosure Scotland basic check.

8. PERSON SPECIFICATION

| Criteria | Essential** | Desirable |
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| Education and Qualifications | Good standard of education equivalent to a minimum of 5 GCSE grade C or above (or equivalent) including English and Mathematics. Commitment to furtherance of own learning and development. Has a good work / college / school record in terms of attendance, time keeping and conduct. | |
| Knowledge and | Practical experience of Microsoft Office applications. | |

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| experience | | |
| Job related skills | <p>Ability to be an effective team player and contribute to teamwork and team goals</p> <p>Effective customer care skills</p> <p>Ability to interrogate and accurately update on-line computer systems</p> <p>Ability to organise and monitor own workloads</p> <p>Effective verbal and written communication skills</p> <p>Commitment to highest levels of service delivery</p> <p>Tactful</p> <p>Ability to maintain appropriate confidentiality</p> <p>Highly accurate</p> | |

** The requirements stated as essential should form the basis for the shortlisting exercise.

Personal Competencies

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| <p>1. Organisational Change and Forward Thinking - <i>understanding and preparing for the business challenges ahead and responding to change</i></p> | <p>LEVEL: 1</p> <ul style="list-style-type: none"> • Understands how their own role fits with the aims and objectives of the Council • Understands the current business challenges and change requirements • Responds and contributes positively to change • Identifies opportunities and suggests improvements for discussion |
| <p>2. Managing Self and others - <i>managing your own performance and that of others</i></p> | <p>LEVEL: 1</p> <ul style="list-style-type: none"> • Accepts personal responsibility to achieve own work objectives, keeping direct line manager aware of progress and any changes needed • Contributes positively to the performance management process • Acts in accordance with the Council's Human Resources policies and procedures |

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| | <ul style="list-style-type: none"> • Gives guidance and advice to employees new to the role |
| 3. Service Delivery - <i>delivering highly effective services</i> | LEVEL: 1 <ul style="list-style-type: none"> • Understands and recognises the service delivery standard required • Has the desire, ability and training to deliver ‘right first time’ • Builds and maintains positive relationships with internal and external customers and partners • Suggests improved methods of delivery |
| 4. Managing Finance and other resources - <i>using the resources and finance of the Council</i> | LEVEL: 1 <ul style="list-style-type: none"> • Uses resources available to achieve objectives • Adheres to/applies/gives advice and guidance on the Council’s resource policies and procedures as appropriate to job role • Uses technology/machinery/vehicles and/or manages information as appropriate to job role |
| 5. Customers - <i>working with internal and external customers</i> | LEVEL: 1 <ul style="list-style-type: none"> • Knows who the customer is • Handles customers with patience and care • Focuses on meeting and delivering customer expectations • Responds positively and calmly to customer complaints, considering the potential impact of their actions on the Council’s image |
| 6. Communication - <i>communicating internally and externally at all levels using a variety of approaches</i> | LEVEL: 1 <ul style="list-style-type: none"> • Communicates clearly, giving information in a way that ensures full understanding using the most appropriate communication method • Actively listens, using questioning to seek clarification of facts • Contributes objectively to team discussions • Observes confidentiality at all times |
| 7. Team Working - <i>working effectively with individuals and teams</i> | LEVEL: 1 <ul style="list-style-type: none"> • Supports and helps other team members as necessary • Is tactful and patient with team colleagues, respecting ideas and contributions different to their own and in accordance with the Council’s equality and diversity policy • Works with others to achieve shared goals • Builds and maintains effective working relationships with other team members |
| 8. Personal skills - <i>demonstrating personal effectiveness, professionalism and personal integrity</i> | LEVEL: 1 <ul style="list-style-type: none"> • Takes pride in the job they do, paying attention to self-development, understanding and accepting his/her role in accordance with the Council’s Health & Safety policy • Is fully aware of how their own personal conduct and performance impacts on the image of the Council • Demonstrates respect and understanding of the roles of other Council employees working with them to achieve shared goals • Behaves honestly, with integrity and ethically and will challenge unacceptable behaviour |

Prepared by Shaun Butler

Date June 2017