

**Job Description****Resources Department**

<b>Post Title</b>	<b>Revenues &amp; Benefits Visiting Officer</b>		
<b>Post Number</b>	<b>Temp</b>	<b>Grade</b>	<b>Scale 4 (subject to job evaluation)</b>
<b>Base</b>	<b>Civic Centre</b>	<b>Hours of Work</b>	<b>37</b>
<b>Car User Allowance</b>	<b>Essential</b>	<b>Disclosure</b>	<b>None</b>
<b>Contact</b>	<b>Linda Squire: 01495 355176</b>	<b>Updated</b>	<b>13<sup>th</sup> August 2008</b>

**REVENUES MISSION STATEMENT**

**“To provide a high quality Revenues service where we will strive to maximize benefit entitlement and income collection for the people of Blaenau Gwent”.**

**Revenues Aims & Objectives relevant to this post**

1. Keep the customer as our top priority by considering their needs in delivering, and maintaining a high quality service, whilst continually improving and modernising where possible.
2. Respond to change positively.
3. Encourage the public to apply for benefits, discounts & exemption to which they are entitled, whilst also deterring fraud.

**Principal Job Purpose**

Responsible to: The Principal Revenues & Benefits Officer and the Revenues Team Leader.

Responsible for: Responsible for visiting customers and properties in relation to Revenue Account Amendments and Benefit queries and also to provide relief cover for the Cashier and the Collectors.

**Principal Accountabilities**

1. To inspect properties :-
  - i. to determine the effective date that the property should be banded for Council Tax or rated for Business Rate purposes and where necessary issue completion notices in compliance with statutory requirements;
  - ii. and apply Section 44A allowances, where properties are only partially occupied and meet the criteria;
  - iii. and make reasonable enquiries regarding exemptions/discount claims for Council Tax and Business Rates;
  - iv. properties where an application for Disablement Rate Relief has been received.

2. Visit benefit claimants or potential claimants to ensure that they are receiving all the benefits to which they are entitled, answer any queries the customer may have about their claim and verify the claim in accordance with Benefit regulations and all supporting evidence is sighted/collected or scanned.
3. Providing explanations regarding the customer's benefit entitlement, or why they may not have qualified and explaining any benefit overpayments.
4. Recording details of the information obtained from the benefit visit and any investigations carried out, issuing reminders to claimants if the visit has been unsuccessful and recommending claims to be suspended if no contact is made, and referring to the Internal Audit Fraud team, if necessary.
5. To deliver information packs to all new council house tenants and assist tenants in completing benefit application forms.
6. To provide relief cover for the Cashier and Collectors when required.
7. To input data into the Northgate System in respect of benefits, local taxation and rents.
8. To contact & liaise with other officers of the Authority including staff in outlying offices, Department of Social Security & Public Utilities and other Organisations as required.
9. To assist with other work, within the Revenues Account Amendments and Benefit Account Amendment Sections when required.
10. To adhere to the principles of the Corporate Equality Policy and ensure commitments to anti-discriminatory practice.
11. To comply with the relevant sections of the Authority's policy statement on Health, Safety and Welfare at Work.
12. To undertake any other relevant duties which may be required by Management.

**Resources Department  
Revenues & Benefits Visiting Officer**

	<b>Qualifications, Knowledge &amp; Experience</b>	<b>Method of Assessment</b>
<b>Essential</b>	<p>Minimum of 5 GCSE's including English and Mathematics, Grade C or above or the equivalent educational attainments.</p> <p>Full driving licence</p> <p>Proven Revenues/Benefits experience.</p> <p>Numerate ability is of particular importance, whether demonstrated by previous employment or social activities.</p> <p>Dealing sympathetically, diplomatically and firmly with members of the public either face to face contact or by telephone or both.</p> <p>The ability to work as part of a team and to meet variable deadlines.</p> <p>The ability to deal effectively and efficiently with staff from other Departments &amp; other External organisations.</p> <p>The ability to remain calm in volatile situations, a skill obtained by previous experience or by attending "customer care" or "dealing with violence &amp; aggression" training courses.</p>	<p>Application form</p> <p>App form App form/Interview</p> <p>Application Form</p> <p>Application Form</p> <p>Application Form/Interview</p> <p>Interview</p> <p>Interview</p>
<b>Desirable</b>	<p>A detailed knowledge of current Local Taxation and/or Benefit legislation</p> <p>Knowledge of Microsoft Office software</p>	<p>Application Form/Interview</p> <p>Application Form/Interview</p>

	<b>Personal Competencies</b>	<b>Method of Assessment</b>
<b>Essential</b>	<p>Takes a methodical approach to work, prioritises tasks effectively, and consistently meets deadlines in order to provide an excellent service.</p> <p>Demonstrates a positive attitude to change and contributes to new ideas and improved ways of working. Looks to continually improve the service.</p> <p>Maintains a professional approach and presents a positive image to internal and external people when representing self, service and Council. Makes every effort to ensure the experience citizens have of the Council is positive and productive.</p> <p>Works well with colleagues inside and outside the team. Looks beyond boundaries of own job to support others, sharing knowledge and contributing to a positive team spirit.</p> <p>Communicates appropriately, openly and effectively.</p>	<p>Application Form</p> <p>Interview</p> <p>Interview</p> <p>Interview</p> <p>Interview</p>