

# Job Description and Person Specification

## Job details

Job title: Administration Officer

Grade: Band 2

Reports to: Service Support Team Leader

Responsible for: N/A

Directorate and Service area: Finance & Performance Directorate, Revenues and Benefits Services.

## Purpose of the job

To provide administrative support to the Revenues & Benefits Service.

## Principal responsibilities

1. To open, sort, scan and index the post, recording volumes of correspondence received as required.
2. To monitor the Revenues & Benefits Team inboxes, including replying to emails and forwarding them on or indexing them using the electronic document management system for action where appropriate.
3. To despatch notices to customers.
4. To provide clerical support to the teams in the Revenue and Benefits Service.
5. To ensure that payments received are allocated correctly daily.
6. To ensure that regular and ad hoc reports are dealt with promptly and accurately.
7. To assist the billing and recovery team to ensure the effective billing and recovery of monies owed to the Council.

8. To process basic amendments to customer accounts.
9. To assist the Benefits Team with basic claim administration and verification.
10. To ensure, wherever possible, that any potential entitlement / increased entitlement to benefits or support is identified in respect of any liable customer.
11. To ensure, wherever possible that cases of hardship are identified and that all potential claims for support or financial assistance have been registered.

#### General responsibilities applicable to all jobs

1. Demonstrate awareness/understanding of equal opportunities and other people's behavioural, physical, social and welfare needs.
2. Comply with the Council's policies and procedures including (but not limited to) safeguarding, financial regulations, promotion of equalities, customer care, agreed audit actions and health and safety (ensuring that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons).
3. Understand the council's commitment to Corporate Parenting and take responsibility to support this commitment. Enable the council to be the best corporate parents possible to children and young people in our current and previous care.
4. Carry out any other duties which fall within the broad spirit, scope and purpose of this job description and which are commensurate with the grade of the post.

This job description reflects the major tasks to be carried out by the post holder and identifies a level of responsibility at which they will be required to work. In the interests of effective working, the major tasks may be reviewed from time to time to reflect changing needs and circumstances. Such reviews and any consequential changes will be carried out in consultation with the post holder.

#### Person Specification

<b>Attributes</b>	<b>Essential criteria</b>	<b>Desirable criteria</b>
Education, Qualifications and Training	Five GCSEs including Maths and English at grade 4 or above (or equivalent).	
Experience and Knowledge	One years' experience in a clerical or administration role.	One years' Council Tax and Business Rates experience.  One years' experience in a Local Government environment in a clerical or administration role.
Ability and Skills	Good communication skills.  Good organisational skills.	Ability to collate and interpret information from details provided by internal and external sources. Ability to work under pressure and to tight deadlines.
Equal Opportunities	Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs.	
Additional Factors	Computer literate. Accurate.	Experience of Word and Excel. Experience of using an Electronic Document Management system. Experience of Capita Revenue & Benefits software.