



JOB DESCRIPTION

SECTION ONE

Service Unit: Revenues & Benefits	Post Title: Admin Assistant
	Grade:
	Post Number:

SECTION TWO

Responsible to: Admin Team Co-ordinator & Senior Benefits Officer

Responsible for: -

SECTION THREE – Overall purpose of job

To provide administrative support to the Norths Revenues & Benefits teams

SECTION FOUR – Principal Responsibilities

1. To open, sort and distribute post.
2. To record volumes of correspondence received as required.
3. To scan and index documentation using the document imaging system.
4. To despatch notices to customers.
5. To provide clerical support to staff in the Revenue and Benefits teams.
6. To ensure that payments received are allocated correctly daily.
7. To ensure that regular and ad hoc reports are dealt with promptly and accurately.
8. To assist the billing and recovery team to ensure the effective billing and recovery of monies owed to the Council.
9. To process basic amendments to customer accounts.
10. To assist the benefits team with basic claim administration and verification.
11. To ensure, wherever possible, that any potential entitlement / increased entitlement to benefits or supports is identified in respect of any liable customer.



SECTION FOUR (continued)

12. To ensure, wherever possible that cases of hardship are identified and that all potential claims for support or financial assistance have been registered.
13. To operate office machinery.
14. To undertake any other duties within the scope and grade of this post.
15. To ensure compliance with all Council policies with reference to the Health and Safety, Equal Opportunity and Communication policies.
16. The postholder may from time to time be required to carry out other duties provided they are within the general level of responsibility of the post and within the abilities of the postholder.

SECTION FIVE – Main levels of contact

Internal:

External:

SECTION SIX – Special features of the post

SECTION SEVEN

Job Description prepared by: (Manager)	Date
Approved by: (Personnel)	Date
Agreed by: (Post holder)	Date



PERSON SPECIFICATION

Service Unit: Revenues & Benefits	Post Title: Admin Assistant Grade: Post Number:
--	--

Attributes	Essential	Desirable	How Identified
Relevant Experience	1 years' experience in a clerical or admin role	1 years' Council Tax and Business Rates experience 1 years' experience in a Local Government environment in a clerical or admin role	Application Form / Interview
Education and Training	5 GCSEs including Maths and English at grade 4 or above (or equivalent)		Application Form
Special Knowledge and Skills	Ability to undertake complex calculations Good communication skills	Ability to collate and interpret information from details provided by internal and external sources	Application Form / Interview
Any Additional Factors	Computer literate Accurate	Experience of Word and Excel Experience of using an Electronic Document Management system Experience of Academy software	Application Form / Interview



**North
Northamptonshire
Council**

Revenues &
Benefits
Municipal Offices
Bowling Green Road
Kettering
NN15 7QX
Tel: 0300 126 3000
www.northnorthants.gov.uk

Prepared by: (Manager)

Date:.....

Approved by: (Personnel)

Date:.....