



Revenues and Benefits Assistant

Revenues and Benefits, Finance Directorate

Thank you for your interest in this role. Our vision at West Northamptonshire Council (WNC) is: 'to make West Northants a great place to live, work, visit and thrive'.

We truly stand by this and work hard every day to make this a reality, and at WNC it's about our people. People who thrive with ambition, bring new ideas, demand better ways of working, care about every detail, and who never shy away from a challenge.

Our culture is a gateway for new experiences. A place to forge new opportunities. To empower you in your career and unite you with like-minded people. When potential is unlocked, talent thrives.

Purpose and impact:

To support the work across the Revenues and Benefits team by providing day to day administrative support including indexing and dealing with emails and other duties as required.

Accountable to:

As part of the Revenues and Benefits Team in the wider Finance Directorate, the role holder is accountable to the Systems Team Leader.



Responsibilities:

1. To provide general administrative support for the Revenues and Benefits team across the full range of processes, including emails, indexing, customer call backs, mail merges and raising purchase orders for the Benefits, Systems, Council Tax, NDR, Debt and Money Advice and Financial Inclusion teams.
2. To be responsible for the accurate indexing of the customer facing incoming emails and Enforcement Agency returns into the EDM system, ensuring timely responses to emails and contacting customers through various channels, including telephone, to obtain missing information or clarification needed to progress enquiries.
3. To import and capture new claims for Housing Benefit and Council Tax Reduction in a timely and accurate manner, ensuring that Benefit PIs can be achieved.
4. To provide technical administrative support to the Systems Team, ensuring accurate processing, automation, reconciliation and uploading of all Revenue and Benefits data files, direct debits, payments and statutory returns.
5. To scan and index any documentation as required and to be responsible for ordering and maintaining stocks of stationery.
6. To maximise personal productivity, minimise duplication and errors; and manage our information efficiently and securely to reduce risk, through effective use of Office 365 and our internal IT systems and applications.
7. Actively challenge and seek to eliminate any directly or indirectly discriminatory practice or behaviours.
8. Demonstrate awareness and understanding of other people's behavioural, physical, social and welfare needs and ensure that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons.

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:

The requirements for the role are outlined below and will be part of the selection process. Each of the criteria listed below will be measured by:

(**A**) Application Form, (**T**) Test, (**I**) Interview, (**P**) Presentation, (**D**) Documentation.

Minimum levels of knowledge, skills experience and qualifications required for this job.

| Skills and abilities: | Essential / Desirable | Measured by |
|--|-----------------------|-------------|
| Demonstrate good organisational and accuracy skills and attention to detail | Essential | A, T, I |
| Good numeracy and literacy skills | Essential | A, T, I |
| Strong communication both verbal and written and good interpersonal skills | Essential | A, T, I |
| Strong IT skills including use of Microsoft Office | Essential | A, T, I |
| Ability to plan and organise own workloads and to work on own initiative | Essential | A, T, I |
| Regularly demonstrates a positive and can do attitude. | Essential | A, T, I |
| This is applicable to all roles in WNC that are required to use IT equipment: Demonstrate effective use of Office 365 (incl. Teams, OneDrive, etc.) or willingness to undertake training during the probation period. | Essential | A, T, I |

| Knowledge: | Essential / Desirable | Measured by |
|--|-----------------------|-------------|
| Experience of using Revenues and/or Benefits software system and EDM | Desirable. | A, T, I |

| Relevant experience: | Essential / Desirable | Measured by |
|---|-----------------------|-------------|
| Previous experience of administrative work including indexing and data handling | Essential | A, T, I |

| Education, training, and work qualifications: | Essential / Desirable | Measured by |
|--|-----------------------|-------------|
| Educated to GCSE level 4 including Maths and English | Essential | A, T, I, D |
| | | |

All appointments are subject to standard pre-employment screening. This will include identity, references, proof of right to work in the UK, medical clearance, and verification of certificates.

Additional pre-employment checks specific to this role include *Basic Disclosure*,

Day-to-day in the role:

| | | | |
|--|--------------------------|-------------------------------|------------------|
| Hours: | 37 hours per week | Primary work base: | One Angel Square |
| Job family band: | Regulatory and Technical | Worker type: | Part-flexible |
| Salary range: | Scale 3 | Budget responsibility: | None |
| People management responsibility: | None | | |

Working conditions & how we work:

This role has been identified as a part-flexible worker type, this means that you will be able to work from other work locations subject to service needs and when not working from an office you will be working remotely for up to 3 days a week (including from home).

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Our organisational values and behaviours

Everything we want to achieve for West Northants depends on having the right people in place and doing the right things and we want all colleagues to THRIVE, both personally and professionally. Our values and our behaviours framework underpin how we work and what partners and customers can expect from us. We want to do our very best for our residents, service users and businesses and for our staff – we want everyone to THRIVE.

| | |
|--------------------------|--|
| T Trust | We are honest, fair, transparent, and accountable. We can be trusted to do what we say we will. |
| H High Performing | we get the basics right and what we do, we do well. We manage our business efficiently. |
| R Respect | we respect each other and our customers in a diverse, professional, and supportive environment. |
| I Innovate | we encourage curiosity, we are creative and seize opportunities to grow individually as an organisation and as an area. |
| V Value | We continually strive for best practice and ways of improving existing procedures, practices and systems and thereby promoting efficiency and cost effectiveness |
| E Empower | we believe in people, will listen, learn, and trust them to make decisions. We help people to realise their ambitions. |

“Valuing colleagues as individuals and encompassing our different perspectives to deliver our collective ambitions. One West inclusive culture.”

Should you require this document in another format or language, please contact: Careers@westnorthants.gov.uk

When potential is unlocked, talent *thrives*

Choose a career that offers you a true sense of achievement, fills you with pride and challenges you in a positive way, everyday.

The benefits of a career at WNC include:

- **People** are at the centre of everything we do. Without our people, we wouldn't be able to deliver services to the people in our community.
- **Ambition** runs through everything we do at West Northants Council, we nurture and develop our people's ambition and willingness to succeed, to continually improve the service we provide to the community.
- **Care** is at the heart of West Northants Council, we care in so many ways; seen and unseen, helping our colleagues and community to thrive.
- **Flexibility** is key, we know work-life balance is critical to wellbeing, so we work hard to make sure our benefits package promotes and improves wellbeing; from annual leave, sick pay, family leave and flexible working, financial security offered by a local government pension scheme and life assurance, and discount schemes which make a difference to your day-to-day life, through to employee helplines offering free legal, health, financial and wellbeing advice and support.

We want you to have balance and be happy.

