

JOB DESCRIPTION

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| Job Title | **Revs and Bens Administration Support Assistant** | Post Number | **RB186, RB187** |
| Grade | Grade 3 | Service Area | Revenues and Benefits Services |
| Special Conditions | Basic DBS check required | Additional Benefits | Casual Car User |
| Authorised by | Deputy Chief Executive | Date | September 2024 |

**Job Purpose**

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| The purpose of this role within the Council is: | To provide administration support within Revenues and Benefits |
| Responsible for demonstrating commitment to delivering the Councils’ values | |
| Responsible for championing and demonstrating the Council’s Leadership Behaviour Framework | |
| The postholder works for: | Revenues and Benefits Control Team Manager |
| The postholder manages \supervises: | N/A |

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| Key Accountabilities (All accountabilities will be carried out in line with the Councils policies, procedures and relevant regulations and legislation) | |
| 1 | To assist with the incoming and outgoing post including;   * Post opening and distribution. * Scanning and indexing of incoming post |
| 2 | Monitor and index any incoming emails imported into the database that cannot be auto indexed. |
| 3 | Download and index documents from third parties into our database |
| 4 | Monitor incoming electronic claim forms and index into our database |
| 5 | To provide additional support to the department in line with the level of the post |
| 6 | Any other duties consistent with the abilities of the post holder. |
| 7 | To comply with all relevant Health and Safety legislation and to pursue duties in a safe manner with due regard to the Health and Safety of others. |
| 8 | To ensure a full working knowledge of relevant legislation, General data protection  Regulations (GDPR) and IT applications to enable the efficient carrying out of the duties attached to the post. |

**NOTES:**

1. Duties will inevitably develop and change as the work of the Council changes to meet the needs of our customers. Employees should therefore expect periodic variations to job descriptions, and the Council retain this right. This job description will be supplemented on a regular basis by individual objectives derived from Council strategies.
2. Where an applicant or an existing employee is or becomes disabled (as defined by law) and inform the Council fully of their requirements reasonable adjustments will be made to the job description wherever possible.



KEY REQUIREMENTS

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| Qualifications (or knowledge and experience at an equivalent level) | Essential | Desirable |
| 2 GCSE’s at Grade A-C in Maths and English or equivalent (or demonstrable equivalent experience) | E |  |

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| Experience | Essential | Desirable |
| Experience in the use of Microsoft Office / Microsoft 365 applications such as Excel/Outlook and Teams | E |  |
| Working in a team in an office environment |  | D |
| Experience of working in a customer service environment |  | D |

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| Skills Required | Essential | Desirable |
| Effective oral and written communication skills including key board skills. | E |  |
| Flexible approach to a variety of work. | E |  |
| Proven ability to work as part of a team, supporting colleagues and sharing experience and learning with others. | E |  |
| Ability to deal with confidential matters sensitively and respect data protection requirements. | E |  |
| Knowledge of Document Management systems |  | D |

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| Behaviours | Essential | Desirable |
| A positive, solution focused attitude | E |  |
| Self-motivated, enthusiastic, and able to deal with workloads in a timely manner | E |  |
| Demonstrate a high level of organisational skills | E |  |

Note: Applicants who are disabled (as defined by law) will be guaranteed an interview if they meet the essential criteria provided that this information is noted under the relevant section of the application form.