

JOB DESCRIPTION

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| Job Title | **Control Officer** | Post Number | **RB798, RB799, RB800, RB801** |
| Grade | 5 | Service Area | Revenues and Benefits Services |
| Special Conditions | Requirement of a basic DBS check  Will be required to work non standard hours during annual billing and actual year end | Additional Benefits |  |
| Authorised by | Deputy Chief Executive | Date | June 2024 |

**Job Purpose**

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| The purpose of this role within the Council is: | * Responsible for effective maintenance of the Open Revenues application to enable the efficient collection of Council Tax and Business Rates as well as accurate payment of Housing Benefit and Council Tax Support. * To carry out the Annual Billing process for Malvern Hills, Worcester City and Wychavon District Councils with regards to Council Tax, Business Rates and Housing Benefit in accordance with the relevant legislation. |
| 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 carry out the Council Tax, Business Rates and Housing Benefit annual billing process for the 3 councils. To understand the importance of data accuracy as any errors could cause reputational damage to the Councils |
| 2 | To maintain the system for use by the Revenues and Benefits team and other council departments. To be responsible for user management, handling of sensitive and confidential information; making decisions and evaluating access rights for different individuals. To ensure compliance with GDPR and the Department of Work and Pensions (DWP) Memorandum of understanding (MOU). |
| 3 | To maintain equipment assessing and resolving equipment issues for staff, contractors, or users from other departments. Resolving user issues on other applications such as Microsoft 365. Triage user issues and escalate to the ICT helpdesk where necessary. |
| 4 | Responsible for the financial reconciliation of all cash handled in relation to Revenues and Benefits. Including administration of Direct Debits, Direct Payments, and Refunds. To Resolve imbalances and understand the importance of resolving these to avoid issues arising in a financial audit. To Liaise with the Finance teams of each council where necessary and provide requested balancing. |
| 5 | Manage and administer the DWP ‘Searchlight’ and Transfer Your Files (TYF) systems and ensure only valid access to highly sensitive data is allowed. To be responsible for user management, to amend permissions, and ensure accurate completion of DWP audit forms. To provide DWP audit with copies of these and acceptable evidence when required. |
| 6 | Responsible for maintaining the system, checking the accuracy, identifying anomalies in the system, and liaising with software suppliers for fixes. Resolving data integrities for the Revenues and Benefits officers; problem solving and identifying when issues need to be escalated. Template management – creating, editing, and deleting letter templates. |
| 7 | To Record and respond to Freedom of Information requests and Subject Access Requests on behalf of the 3 councils. |
| 8 | To understand the Civica Open Revenues Automation system (PTC) or equivalent, to ensure automation processes that are set up in the background of the system are performing correctly and efficiently. |
| 9 | To assist in scheduling of reports and compiling information for the completion of statutory Government returns and extracts.  Ensure the timely delivery of data to the Office of National Statistics (ONS) and Single Housing Benefit Extract (SHBE) |
| 10 | Deliver projects to time and budget as per the departments service plan. |
| 11 | To liaise with the Revenues and Benefits Manager (and other departments/managers) and produce Purchase Orders via the Financials Purchasing system. |

**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 |
| 5 GCSE’s Grade A\*-C or 9-4 including Math’s and English. | E |  |
| Experience of Microsoft Office/ Microsoft 365 applications such as Excel/Outlook and Teams | E |  |
| IRRV technician qualification |  | D |

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| Experience | Essential | Desirable |
| Relevant experience working in a Revenues or Benefits team knowledge of the Civica Open Revenues system or equivalent | E |  |
| Experience in the use of Microsoft Office applications | E |  |
| Experience of identifying and resolving IT issues | E |  |
| Adapting to competing demands of the service | E |  |
| Experience of working to and delivering to tight deadlines | E |  |
| Experience of identifying and implementing service and system enhancements |  | D |
| Experience of working in a customer service environment |  | D |
| Knowledge of Document Management systems |  | D |

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| Skills Required | Essential | Desirable |
| Excellent verbal and written communication skills with a strong customer focus and ability to work interpersonally with internal and external individuals | E |  |
| Using initiative and own ability to assess and prioritise information, workload and to meet deadlines and improve service delivery. | E |  |
| Ability to interpret complex instructions and manuals | E |  |
| Critical thinking and problem-solving skills | E |  |
| Be able to work as part of a team, willing to assist others, but also take responsibility for own work as required. | E |  |
| Excellent attention to detail and high levels of accuracy | E |  |

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| Behaviours | Essential | Desirable |
| Self-motivated, enthusiastic, and able to deal with a heavy and varied workload | E |  |
| Be able to work under own initiative and without the need to be closely supervised | E |  |
| Demonstrate a high level of organisational skills | E |  |
| Ability and willingness to help, support and provide guidance to other staff. | E |  |
| A positive attitude – ‘anything is possible’ and can make it happen | E |  |
| Confident but measured | 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.