

JOB SUMMARY

Post Title	Clerical Assistant						
Job Family	<i>Service Delivery</i>	Pay Range	<i>Grade 3</i>	Line Manager to others?	No	Role profile ref	<i>SD03</i>
Service Area	<i>Debt Collection</i>						
Line Manager	<i>Aimee Adams</i>						
Location	<i>Westridge & Agile</i>						
Job Purpose To provide administration support and undertake operational tasks and activities in relation to Council Tax, Housing Benefit and Local Council Tax Support.							
Job Context (key outputs of team / role to provide some specific examples of role profile accountabilities) - Assisting with clerical processes, working from reports and updating records accurately. - Assisting with periodic and annual reviews for Council Tax discounts, disregards and exemptions - Checking payment information relating to cases where arrangements and recovery action is in progress, liaising with collection agencies - Amending customer's accounts to reflect changes in circumstance, discounts and exemptions - Dealing with customer enquiries via the telephone both inbound and outbound, in writing and by email - Assisting the wider Council Tax and Benefit teams with other clerical tasks as required. - Develop and maintain a generic skill set that allows the Isle of Wight Council to employ your skills, abilities and experience across the Council and its formal partnerships as needed.							
Knowledge, Skills and Experience							
Role Profile requirements.		Job specific examples. (if left blank refer to left hand column)			Essential	Desirable	
Reliable, responsible		<i>Ability to assist with clerical processes and maintenance of individual council tax accounts and changes in circumstance for benefit claims.</i>			E		
Awareness and understanding of the customers' needs		<i>Maintain confidentiality. Develop a basic understanding of Revenues and Benefit processes and procedures</i>				D	
Evidence of practical experience in an appropriate work environment and ability to advise others on relevant issues.		<i>Previous clerical experience</i>				D	
Safe and competent use of relevant equipment/tools.		<i>Knowledge of Northgate and Civica systems</i>				D	
Knowledge of relevant health and safety procedures.		<i>To know your responsibilities under the Council's Health and Safety policies and procedures.</i>			E		
Ability to communicate clearly to establish trust both one to one and with groups.		<i>Ability to respond to customer enquiries by letter, email and telephone using relevant systems with limited supervision</i>			E		
Ability to follow processes, carry out procedures, record and monitor information accurately		<i>Ability to follow procedures and assist with reviews within Revenues and Benefit services</i>			E		
Basic literacy and numeracy					E		
Basic knowledge of ICT systems		<i>Knowledge of Microsoft Office packages including Excel & Word</i>			E		
Able to maintain accurate records as and when required.		<i>Ability to accurately record information received</i>			E		
Qualifications							
GCSE level qualifications or equivalent		Minimum GCSE grade 4-9 (A*-C) English and Maths or equivalent qualification or experience			E		
Other Requirements							

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Organisation Structure (optional)