

## JOB SUMMARY

<b>Post Title</b>	<b><i>Revenues and Benefits Clerical Assistant</i></b>						
<b>Job Family</b>	<i>Service Delivery</i>	<b>Pay Range</b>	<i>Grade 3</i>	<b>Line Manager to others?</b>	<b>No</b>	<b>Role profile ref</b>	<i>SD03</i>
<b>Service Area</b>	<i>Revenues &amp; Benefits</i>						
<b>Line Manager</b>	<i>Team leader</i>						
<b>Location</b>	<i>Westridge Centre, Ryde/County Hall, Newport/Remote working</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, exemptions, and Housing Benefit and Local Council Tax Support claims.
- 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

<b>Role Profile requirements.</b>	<b>Job specific examples.</b> (if left blank refer to left hand column)	<b>Essential</b>	<b>Desirable</b>
Reliable, responsible	<i>Ability to assist with clerical processes and maintenance of individual council tax accounts and changes in circumstance for benefit claims.</i>	<b>E</b>	
Awareness and understanding of the customers' needs	<i>Maintain confidentiality. Develop a basic understanding of Revenues and Benefit processes and procedures</i>		<b>D</b>
Evidence of practical experience in an appropriate work environment and ability to advise others on relevant issues.	<i>Previous clerical experience</i>		<b>D</b>
Safe and competent use of relevant equipment/tools.	<i>Knowledge of Northgate and Civica systems</i>	<b>E</b>	
Knowledge of relevant health and safety procedures.	<i>To know your responsibilities under the Council's Health and Safety policies and procedures.</i>	<b>E</b>	
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>	<b>E</b>	
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>	<b>E</b>	
Basic literacy and numeracy		<b>E</b>	
Basic knowledge of ICT systems	<i>Knowledge of Microsoft Office packages including Excel &amp; Word</i>	<b>E</b>	
Able to maintain accurate records as and when required.	<i>Ability to accurately record information received</i>	<b>E</b>	

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<b>Qualifications</b>			
GCSE level qualifications or equivalent	Minimum GCSE grade 9-4 (A*-C) English and Maths or equivalent qualification or experience	<b>E</b>	
May require relevant certifications including evidence of fluency in English language.		<b>E</b>	
<b>Other Requirements</b>			
<b>Organisational Structure</b>			