



JOB DESCRIPTION

- This form summarises the purpose of the job and lists its key tasks
- It may be varied from time to time at the discretion of the Authority, in consultation with the postholder

Job Title:	Outside Officer		
Reports to:	Shared Service Assistant Manager – Systems, Support & Control	Team:	Systems, Support & Control
Last Updated:	August 2011	Grade:	5

JOB SUMMARY

- The Officer posts in this band will have main responsibility for a specific area and discipline of the service. However post holders are expected to be able to provide cover for each other across all areas as required to meet the needs of the service
- The purpose of these posts is to be responsible for undertaking:
 - The efficient and accurate administration of all Benefit applications received and overpayments identified in accordance with the appropriate regulations, legislation and guidance
 - Carrying out all day-to-day activities necessary for the efficient and effective collection of Council Tax and Non-Domestic Rates
 - Undertaking and evidencing appropriate checks and responding to queries in accordance with the relevant legislation and requirements of the service
 - Assisting in performing the system administration duties for the various computer systems in the Shared Service
 - Assisting with reconciliations, the management of creditors modules, checking, integrity and completion of returns from government departments, agencies and other relevant organisations
 - Carrying out fraud investigations

KEY TASKS

Operational Responsibilities

- To support the shared service managers in all aspects of the shared services functions and operation.
- To ensure a full working knowledge of relevant legislation and IT applications to enable the efficient carrying out of the duties attached to the post.
- To actively encourage the take-up of available benefits, allowances and discounts.
- To answer and deal with telephone, written or face to face enquiries from customers and stakeholders, as appropriate, providing explanations and clarification of decisions and actions taken and general advice and guidance relating to legislation, policy and procedures.
- To identify possible irregularities in benefit claims and refer these cases to the Fraud Team.
- To assist with the development and implementation of new working methods and systems.
- To maintain an up-to-date awareness of other welfare benefits and refer cases to Visiting Officers and Welfare and Money Advice agencies as appropriate.

Management / Supervisory / Team Working Responsibilities

- No management responsibilities

The above list is not intended to be exhaustive but merely to indicated the work range and core job content of the post, neither is the list arranged in priority order.



Service Delivery

- To ensure that the shared services performance standards and targets are met.
- To identify effective and efficient use of resources to achieve maximum efficiency for the shared service.
- To keep and maintain appropriate records and statistics, review exception reports and ensure appropriate action is taken.
- To assist with the preparation of cases for court and Tribunals, providing support at such hearings as appropriate.

Communication & Contacts

- To liaise with and provide advice and guidance to other Council departments (across partner authorities) external agencies, Government bodies, organisations, stakeholders, Members and colleagues on all matters relating to Revenues and Benefits Shared Services as required.

Financial / Budgetary Responsibilities

- No financial or budgetary responsibilities

Specific

In addition to the main duties above the post holder will have specific responsibility for one of the following disciplines but also be able to provide cover across all areas to meet the needs of the service.

- To carry out home visits to support customers in making and sustaining claims for Benefit and other discounts and allowances
- To carry out visits and verification on properties and businesses to support the requirements of the Revenues & Benefits services
- To undertake all appropriate record keeping and processing of information in accordance with these roles

Other

- To participate in the identification, delivery and review of your own personal training and development needs and too attend any courses, seminars, workshops applicable to the post as and when required
- To carry out other duties as directed from time to time commensurate with the grading of the post
- To comply with all health and safety legislation and to pursue duties in a safe manner with due regard to the health and safety of others
- To comply with all aspects of the Council's Code of Conduct and Equal Opportunities Policy
- Standard CRB required
- Ensure awareness of the council's Safeguarding Policy and take a proactive approach to ensure the safeguarding of residents at all times.

Notes:

Duties will inevitably develop and change as the work of the Shared Service / Council changes to meet the needs of our customers. Employees should therefore expect periodic variations to job descriptions,

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and the Shared Service / Council retain this right. This job description will be supplemented on a regular basis by individual objectives derived from Shared Service / Council strategies.



PERSON SPECIFICATION

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Reports to:	Shared Service Assistant Manager – Systems, Support & Control	Team:	Systems, Support & Control
Last Updated:	August 2011	Grade:	5
KEY CRITERIA	JOB REQUIREMENTS	SCORED F/I/A	
Qualifications	• Numeracy skills, including the ability to manipulate numerical data	F	
	• Excellent verbal and written communication skills, with a strong customer focus	F	
	• IRRV technician or equivalent experience	F	
Job Specific Skills & Knowledge	• Proven relevant experience in a Revenues/Benefit or similar environment.	F	
	• Experience in a similar environment	F	
	• Experience of using Revenues and Housing/ Council Tax Benefit software	F/I	
	• Ability to relay complex information clearly in relation to Benefits, Council Tax and Non-Domestic Rates verbally and in writing	I	
	• Ability to make decisions in relation to Revenues liability, payment arrangements and recovery procedures etc. as appropriate.	I	
	• Ability and willingness to help support and provide guidance, support and advice to less experienced staff	F/I	
	• Relevant legislative knowledge	I	
	• Knowledge of Windows based office package	F/I	
Management / Supervisory / Team Working	• Be able to work as part of a team, willing to assist others, but also take responsibility for own work as required	F/I	
Service Delivery	• Ability to learn, interpret, apply and explain all legislation and guidance appropriate to the post	I	
	• Ability to prioritise and work accurately to targets and deadlines	F/I	
	• Good word processing and IT skills, including an ability to use an on-line computer system to interrogate and update data	I	
	• Self-motivated, enthusiastic, and be able to deal with a heavy and varied workload	I	
	• Be able to work on own initiative and without the need to be closely supervised	I	
	• Be able to deal with difficult situations	F/I	
	• Ability to maintain concentration in a busy environment	I	
	• Work methodically, accurately and thoroughly, paying close		



	attention to detail • Ability to remain calm and focussed under pressure. • Undertake confidential interviews, sometimes in difficult situations • Ability to prioritise and work accurately to targets and deadlines	F/I F/I F/I F/I
Communication & Contacts	• Ability to deal effectively and courteously with members of the public, both face-to-face and by telephone	F/I
Other	• Ability to move around the district, including attending courts at which ever locations they are held • Potential for Home Working post • Standard CRB required • The council is committed to safeguarding and promoting the welfare of all its residents specifically children and vulnerable adults. The council expects all its staff to have an understanding of Safeguarding and to share this commitment.	I I

Key:

F = Application Form

I = Interview

A = Assessment