
Recruitment information

Job description and person specification

Your title	Revenues & Benefits Quality Assurance Officer
Post number	PRN000276
Your team	Finance
You would be based	Civic Centre, High Street, Esher
Your line manager	Revenues & Benefits Quality Assurance Manager



Elmbridge
Borough Council

... bridging the communities ...

About the role

You will be responsible for providing Quality Assurance on the Benefits and Local Taxation functions of the Council

The main purpose of the role:

To assist the Quality Assurance Manager in providing Quality Assurance in Benefits and Local Taxation.

This will include property inspection, benefit appeals, review of benefit assessment and provision of training to Customer Services on policy interpretation, in particular benefit claims.

Specific duties and responsibilities

The postholder must have and maintain a good knowledge of the relevant legislation and court cases in relation to the Benefits and Local Taxation function of a Local Authority.

Good communication and negotiation skills to deal with difficult situations in a tactful and assertive manner.

Good IT skills and previous experience using Revenues and Benefits software (preferable Academy) would be advantageous.

To assist the Quality Assurance Manager with:

- Quality Assurance of Housing Benefits and Local Taxation
This will require a full understanding of assessing benefit claims processing and local taxation regulations.
- Property inspections for the Council Tax and Business Rates to ensure that the Council tax database is accurate.
- Preparing the information for and representing the Authority at Tribunals
- Responding to complaints and attending valuation tribunals.
- Process changes and provide training on Benefits and Local Taxation to officers within the customer services team, including benefit assessors.

Scale 4 – SO1 bar 28 will be in place when the postholder can demonstrate a full competence in assessing claims and the ability to feedback and train the Benefit Assessors in Customer Services.

What's missing?

Our job descriptions cover as much of the role as we can possibly get down in writing, but issues will arise, and we hope and expect that you will understand that and take on-board other tasks from time-to-time, in keeping with your role of course.

Your conduct

We expect the highest standards of conduct from our employees and at all time you must carry out your duties with integrity and in accordance with the Code of Conduct for employees.

Equal opportunities

We have a strong commitment to achieving equality of opportunity and expect all employees to implement and promote our policy in their own work.

Health and safety

We are committed to a healthy and safe working environment and expect all employees to implement and promote its policy in all aspects of their work.

Personal and sensitive data

You will have regard for the duty of care owed to personal data and sensitive personal data and any other confidential or sensitive information which you access in the course of your employment ensuring adherence to the Data Protection Act and the Council's Information Security Policy and related guidance.

Talent development

We have a talent development programme that includes regular one-to-ones, mid-year reviews, end of year performance reviews and a strong and varied learning and development programme.

You will be expected to get involved in this talent programme to ensure you are performing at the highest level.

Confidentiality

We are committed to maintaining privacy of all staff and customers. We expect all staff to handle all individuals' personal information in a sensitive and professional manner. All staff are under an obligation not to gain access or attempt to gain access to information they are not authorised to have.

Person specification

Please read the details on this form carefully before you complete your Application Form. This form lists the essential requirements needed in order to do the job.

Your written application will be considered in relation to the essential knowledge, skills, abilities, education and experience required for the job and candidates will therefore be selected for interview on this basis.

Elmbridge Borough Council is committed to providing the best possible services and ensuring they are accessible to all who need them irrespective of race, colour, ethnic or national origin, religious or political belief, Trade Union activity, age, disability, being male or female, married or unmarried, sexuality.

What you need to tell us on your application form:

- You will need to tell us throughout your application form and at interview how you can contribute to providing good quality services for all.
- For each of the requirements listed overleaf, you will need to explain how your skills, abilities, knowledge, education and experience make you suitable for this post.
- These may have been gained through previous employment, voluntary/community work, spare time activities, home responsibilities, training or languages spoken.
- You should also include anything else relevant to the job which you think we should know about.

We regret that we can only consider applicants who are already eligible to work in the United Kingdom

Insert title: Revenues & Benefits Quality Assurance Officer

Grade: S4-SO1 (Bar SCP28)

Team: Finance

Hours: 36 per week

Salary:

Car Allowance: Casual

Key requirements	Desirable/ essential	To be tested by: Application1 (A) Test (T) Interview (I)
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Qualifications and Education		
Education to GCSE, O Level or equivalent.	E	(A)(I)

Experience		
Familiarity with a computerised system and updating records in live environment.	E	(A)(I)
Familiarity of working with legislative/ administrative or other rules/regulations and the need to interpret these in individual circumstances.	E	(A)(I)
Working with a wide range of complex data	E	(A)(I)(T)
The ability to adapt the presentation of complex data in a format appropriate to the audience.	E	(A)(I)(T)
Working in a Quality Assurance or equivalent environment.	D	(A)(I)

Knowledge, skills and abilities		
Ability to deal diplomatically, build and maintain relationships with internal and external customers.	E	(A)(I)
Knowledge of Local Taxation or Housing Benefit.	D	(A)(I)
Ability to use own initiative to identify and source information.	E	(A)(I)
The ability to effectively manage one's own work ensuring a high standard of professional competence and accuracy and that targets are met.	E	(A)(T)(I)
Organised and able to maintain clear, accurate records of information sources.	E	(A)(T)(I)
Use of Microsoft Office to an intermediate standard, in particular Excel.	E	(A)(T)(I)

Special requirements		
Access to a suitable vehicle.	E	(A)(I)
A Basic DBS disclosure is required for this position.	E	(I)