

Job Description



South
Cambridgeshire
District Council

DEPARTMENT	LOCATION
Revenues and Benefits	South Cambridgeshire Hall, Cambourne

JOB TITLE	POST NUMBER
Benefits Customer Service Apprentice	TBC Fixed term for 2 years

GRADE	SCP RANGE
Grade 1	£13,796 - £15,449

RESPONSIBLE TO	RESPONSIBLE FOR
Compliance and Benefit Team Leader Assistant Benefit Manager	None

HEALTH CONSIDERATIONS/RISK/SURVEILLANCE REQUIRED

- Habitual Visual Display Unit User
- May be required to sit for long periods of time at workstation
- May be required to spend long periods of time in front of computer screen
- Hours of work may vary according to business need
- Working within a fast-paced and emotionally demanding environment

Description Of Duties And Responsibilities

You will be a part of a highly skilled and committed team of professionals who deliver Housing Benefit and Council Tax Support. To undertake study and research required to as part of the Customer Service qualification.

Dimensions of Job

Opening benefit post

Photocopying of precious documents and returning of these documents by secure post.

Scanning and indexing of documents on the Councils' document management system.

Downloading contact from the Customer Management System and any emails received and linking them to the account. Responding to the enquires where possible.

General administration for the Revenues and Benefits teams.

When trained to assist customers who come into the Council offices with their enquiries.

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Internal – Revenues and Benefits Managers, Benefits/ Revenues Team Leaders, Revenues Assistants, Benefits Resource Officers, Benefit Assessment Officers. Staff within the Contact Centre and other Council departments.

External – Customers (residents of South Cambs), partner organisations such as the DWP and CAB, Councillors and Members.

Key Responsibilities/Specific Duties

- To open the post this includes photocopying precious documents received for processing benefits claim and returning by recorded delivery and record the documents which have been returned.
- To scan post received on to the Council's document system and index to appropriate reference number and document type.
- To provide a administration support to revenues and benefits service.
- To proactively seek out and use your initiative to resolve potential issues before they arise, escalating more complex issues as appropriate.
- Using the BT Cloud Contact system (customer relationship management system) to download customer enquiries and link to customers account.
- Link incoming email and e-forms to customers' accounts.
- Where applicable respond to customers enquires that have been received via BT cloud and email.
- Undertake administration tasks as required including the production of correspondence and documentation.
- Other duties commensurate with grade as may be required from time to time
- Once training has been given to assist customers who come into the reception with making claims and taking evidence.

General to all job descriptions

To comply with the Council's Equal Opportunities policy, Code of Conduct and other relevant policy, procedures and legislation.

To comply with / ensure compliance with the Council Data Protection Policies and the Data Protection Act and other relevant legislation.

This post carries specific responsibilities for Health and Safety in particular the carrying out/updating of Risk Assessments.

South Cambridgeshire District Council's Safety Policy and other safety procedures and guidelines are deemed part of this job description. Employees must look after their own health, safety and welfare and be mindful of other persons who may be affected by their acts. Employees must co-operate and comply with management instructions regarding Health and Safety issues and report all accidents, incidents and problems as soon as practicable to their supervisor, manager or other senior members of staff available.

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The responsibilities outlined above cannot totally encompass or define all tasks that may be required of the post-holder. The outline of responsibilities given above may, therefore, vary from time to time without materially changing either the character or level of responsibility or grade.

Job Description Last Reviewed: 19/09/2018