

## JOB DESCRIPTION



**South  
Cambridgeshire  
District Council**

Service Corporate services	Location Cambourne
Job Title Housing Benefit and Revenues Support Officer	Post Number
Scp RANGE 20-25	Salary Range
Responsible To Revenues and Benefits Team Leaders	Responsible For n/a
Health Considerations/Risk/Surveillance Required VDU habitual user.	

### Key Result Areas/Overview

Ensure that processes are followed to:

- Assess and maintain benefit claims enabling performance targets for Housing and Council Tax Benefit can be achieved.
- Administer and collect Council Tax and National Non-Domestic Rates ensuring that collection rate targets can be achieved.
- Maintain the Authorities Rent accounting system and deal with efficiently and effectively tenant enquiries.
- Administer and recover sundry debts and Housing Benefit Overpayments.

### Dimensions of Job

#### Housing and Council Tax Benefit

Rent Allowances	2691
Owner Occupiers	1568
Rent Rebate	2888

Housing and Council Tax Benefit £30 million

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### **Council Tax**

Properties	62000
Tax Collected	£80Million

### **Rent Collection**

Properties	5200 +1500 garages
Annual Rent	£23 Million

### **Sundry Debtors**

Accounts	10,000 accounts
Revenues	£2.5 Million

### **Key Contacts/Communication Links**

**Internal:** Chief Officers and Colleagues, Housing Department, Accountancy

**External:** Members of the Public, Members, Landlords, Department of Work and Pensions and Security, Valuation Office Agency, Public Utility Companies, Property agents, Citizens Advice Bureau, Benefit Advice Agencies, Representatives.

### **Key Responsibilities/Specific Duties**

#### **Benefits**

Have a sound knowledge of Housing Benefit and Council Tax Benefit Regulations plus a good basic understanding of Council Tax Legislation.

Ensure correct usage of the computer system to input, verify and obtain information on all matters relating to the assessment of Housing Benefit and Council Tax Benefit.

Amend, cancel and suspend benefit claims efficiently to avoid underpayments and overpayments.

Ensure that benefit overpayments are correctly identified categorised and that recovery is implemented/instigated as appropriate.

Ensure that all claims for Housing Benefit and Council Tax Benefit are processed accurately and within the targeted timescales.

#### **Revenues**

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Maintain customer's accounts and notify them of their liability to effect speedy and efficient collection of Council Tax, Rents and Sundry Debts.

Periodically review Council tax discounts to check the validity of the awards.

Negotiate arrangements with customers to clear outstanding amounts. Monitor these arrangements to ensure when not adhered to prompt action is taken, to prevent financial loss

Deal with accounting entries within the rental account in respect of sold properties and tenants participating in the Council's equity share scheme to ensure that the correct rent is being charged

Deal with refunds and amounts written off from council's accounting system and reconcile to the Financial Management System.

Provide statistical information regarding rent collection to the accountancy section as required.

Issue final reminders and summonses in cases of non payment of Council Tax.

Instigate appropriate action, on a case by case basis to ensure the most effective method of recovery is used whilst taking into account the customer's ability to pay.

Liaise with tracing agents/Local authorities to trace customers that have absconded.

### **Benefits and Revenues**

Keep up to date with changes in legislation by personal reading and attendance of staff briefings in order to advise customers about Housing/Council Tax Benefits, Council Tax discounts and other benefits, which may be available to them.

Attend courses and seminars as nominated by the training officer to develop knowledge of the Benefit Regulations, Council tax Regulations and any changes in legislation.

Be aware of and proactive in the prevention and detection of Housing Benefit fraud.

Ensure that the Revenues and Benefits Service is delivered within the Council's Performance Indicators and in accordance with the corporate objectives.

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Deal with enquires from Customers by telephone, letter to ensure the provision of a high Quality service.

Such other duties as required to assist in the smooth running of the Division.

Work in an internal and external customer related way in accordance with adopted procedures and good practice.

Assist in/manage the identification, development and implementation of Manual and Information Technology systems and procedures.

All employees must have due regard to the Council's current Management Arrangements for Data Quality. All employees have a responsibility to ensure that the data they collect, manage and report, including data from third parties is accurate, valid, reliable, relevant, complete and produced in a timely fashion to aid sound decision making and that appropriate procedures, systems and processes are in place to provide quality data.

Work in an internal and external customer related way in accordance with adopted procedures and good practice.

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

Comply with and/or ensure compliance with the Council Data Protection Policies and the Data Protection Act and other relevant legislation.

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.

To be responsible for establishing safe systems of work for investigators and visiting officers, with specific reference to lone and out of hours working. To continually assess, manage and mitigate risk to employees in the area of fraud investigation work.

The responsibilities outlined above cannot totally encompass or define all tasks, which may be required of the postholder. 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.

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South Cambridgeshire District Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults. We expect all council employees and councillors to share this commitment.

Signature of Divisional Head:

Date:

Signature of Director/Chief Officer:

Date:

Job Description last review date: