

# Job Description



South  
Cambridgeshire  
District Council

Department	Location
Revenues and Benefits	South Cambridgeshire Hall

Job title	Post number
Revenues and Benefits Customer Service Apprentice	TBC Fixed Term – 2 Years

Grade	SCP range
Grade 1	£14,213 - £16,495

Responsible to	Responsible for
Benefits Team Leader	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 post for the Revenues and Benefits section.

Photocopying and returning documents, this includes precious items which are returned by secure post.

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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. Reviewing Council Tax discounts and exemptions.

## Key Contacts/Communication Links

**Internal** - Revenues and Benefits Managers, Assistant Benefit Manager, Benefits/ Revenues Team Leaders, Revenues Assistants, Benefits Resource Officers, Benefit Assessment Officers, Council Tax Assistants. Staff within the Contact Centre and other Council departments

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

## Key Responsibilities/Specific Duties

- To open the post this includes photocopying precious documents received for processing benefits claims and Council Tax account/discounts and exemptions. Returning documents by the appropriate method and recording documents which have been returned by recorded delivery.
- To scan post received on to the Council's document system and index to appropriate accounts and document types.
- To provide administration support to the 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.

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- 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, taking evidence and answering queries and providing advice.

## **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: 28/01/2020