



Job Outline

Post: Revenues & Collections Assistant

Service: Finance and ICT

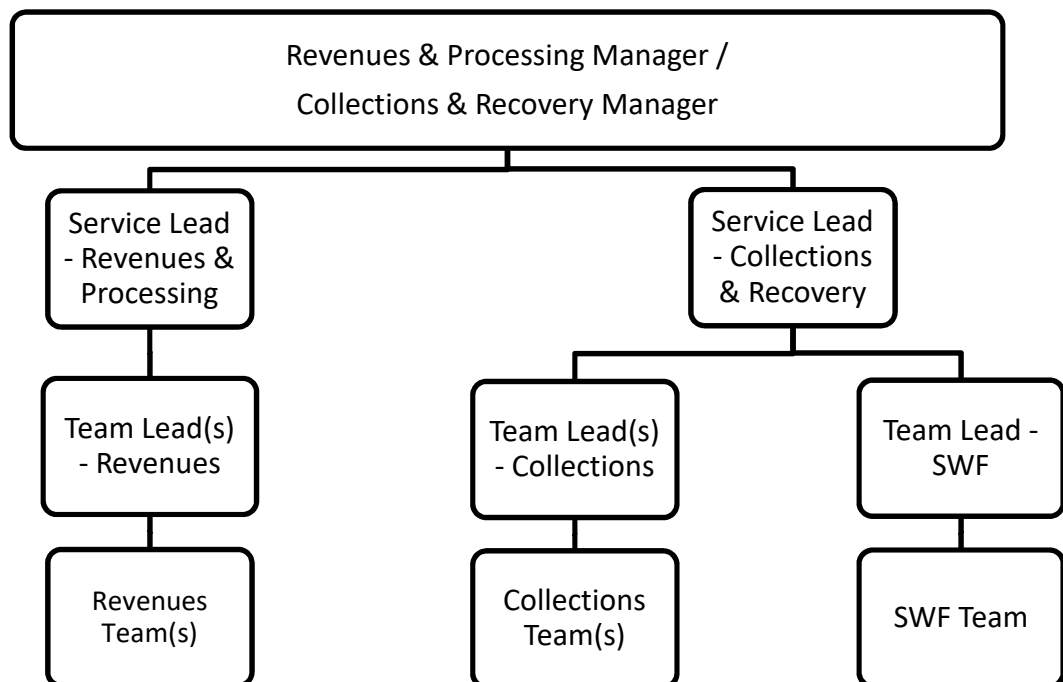
Section: Finance & Business Innovation

Grade: G0C

Job Purpose: Working within our Revenues & Processing and Collections & Recovery service teams, the post holder will contribute to the efficient and effective delivery of the Council's Revenues & Benefits functions and Collection & Recovery functions.

The work of these service teams includes dealing with all matters relating to Council Tax, Non-Domestic Rates, Housing Benefits, Council Tax Reduction, Discretionary Housing Payments, Clothing Grants and Free School Meals, Income Collection, Debt Recovery and Scottish Welfare Fund in accordance with statutory legislation and regulations in order to assist with the promotion, delivery and integration of the Council's key objectives; specifically in relation to those identified within the Finance and ICT Service Plan, the Council's Digital Strategy and the Community Plan.

Structure Chart:



KEY DUTIES & RESPONSIBILITIES

1. Assist with the provision of an efficient and effective processing service and customer support function for all matters relating to Council Tax, Non-Domestic Rates, Housing Benefits, Council Tax Reduction, Discretionary Housing Payments, Clothing Grants and Free School Meals, Income Collection, Debt Recovery and Scottish Welfare Fund.
2. Maintain a range of management information systems and ensure the accurate processing and timeous recording of all data relating to Council Tax, Non-Domestic Rates, Housing Benefits, Council Tax Reduction, Discretionary Housing Payments, Clothing Grants and Free School Meals, Sundry Debtors and Scottish Welfare Fund is in accordance with departmental procedures and statutory regulations and the provisions of the Data Protection Act.
3. Process Council Tax and Non-Domestic Rate liabilities and all associated discounts, reliefs and exemptions, ensuring all charges applied and discounts and exemptions awarded are fully assessed in terms of qualification and eligibility and comply with statutory regulations.
4. Process Crisis or Community Care Grant applications, ensuring claims are fully assessed in terms of qualification and eligibility and that all decisions made in the awarding of financial assistance comply with Scottish Welfare Fund regulations.
5. Process Housing Benefit, Council Tax Reduction, Clothing Grants and Free School Meals and Discretionary Housing Payment applications, ensuring claims are fully assessed in terms of qualification and eligibility and that all decisions made in the awarding of benefits comply with statutory regulations.
6. Assist with the efficient delivery of the Accounts Payable function, ensuring that invoices are raised timeously and processed accurately and that recovery timetables and guidelines are adhered to and consistently applied by Council Services.
7. Assist with the timely collection of all income owed to the Council and the provision of a debt recovery function for all outstanding debt including Council Tax, Non-Domestic Rates, Housing Benefit Overpayments and Sundry Debts.
8. Assist with the recovery of unpaid charges and unrecoverable debts by preparing, collating and providing evidence for use by the Sheriff Officer as discussed and agreed with the Team Lead.
9. Support and promote the Council's Corporate Telephony Approach by maintaining a courteous and professional manner at all times when interacting with customers whilst aiming to consistently meet and exceed customer expectations.
10. Process payments in a secure and confidential manner and ensure all payment processing duties associated with daily transaction recording and end of day reconciliations are completed in accordance with the Council's Financial Regulations.
11. Liaise as appropriate with Council Services including Housing and Social Work, Social Landlords, Citizens Advice Bureau, Department of Work and Pensions and other stakeholders to assist claimants' access to further support.
12. Respond efficiently and effectively to all enquiries including face-to-face, telephony and electronic interactions with the public, partner agencies, Elected Members and colleagues

across Council Services, ensuring accurate information and guidance is provided in all matters to the remit of the work.

13. Maintain a flexible and adaptable approach to working across the wider Finance service areas as required; participating in a hybrid work approach to service delivery which meets changes in service demand.
14. Treat confidential and sensitive information in line with all current data protection regulations and service requirements.
15. Undertake regular training, learning and development to ensure a wide knowledge base is maintained across the service which meets changing customer requirements.

GENERAL RESPONSIBILITIES

16. Ensure that all materials and equipment provided to assist in carrying out post duties are properly secured in accordance with the Council's policies and procedures.
17. Promote the health and safety of employees at work and of service users through the implementation of the Council's policy on health, safety and welfare at work and Service Health and Safety arrangements in accordance with all relevant statutory requirements.
18. Ensure all activities for which the post holder is responsible are delivered in accordance with the Council's Equality and Diversity Policies and the statutory and general specific Equality Duties.
19. Ensure that the Council's Customer Service Commitment is followed in all dealings with the people we serve.
20. Adhere to Finance & ICT service policies and procedures for good records management across the Service, ensuring that the correct information is created, maintained, stored and retrieved in accordance with business need and statutory and legislative requirements.
21. Participate in the East Ayrshire FACE Time review process annually in accordance with the Council's procedures.

This description is indicative of the nature and level of responsibilities associated with this job. It is not exhaustive and the job holder will be required to undertake other duties and responsibilities appropriate with the grade.

Person Specification

Designation: Revenues & Collections Assistant	Post No:
Service: Finance and ICT	Section: Revenues & Processing Service / Collections & Recovery Service

Attributes:	Essential Criteria	Desirable
Professional / Educational Qualifications	SVQ Level 2 in Business or Administration or equivalent demonstrable work experience	SVQ Level 3 in Local Taxation and Benefits
Knowledge and Skills	- Knowledge of Benefits and Revenues procedures or Income Collection and Debt Recovery procedures - Ability to interpret complex legislation and regulations related to claims - Ability to work within a clearly defined procedural framework - Ability to maintain databases and spreadsheets - Good organisational and planning skills - Good interpersonal and communication skills - Can demonstrate integrity and confidentiality - Ability to be flexible in terms of working at peak times to meet operational requirements - Confident in use of IT management systems and Microsoft Office packages such as Outlook, Word and Excel	- Understanding of Revenues, Benefits or Income Collection management information systems - Ability to interpret complex individual cases by referencing legislative and best practice guidance - Awareness of Council structure and services - Ability to work with minimum supervision - Commitment to personal development and learning and training opportunities - Proactive and flexible approach and adaptable to change - Motivated and team focused with a positive and pro-active attitude
Relevant Experience	- Experience of working within a Benefits, Revenues or Income Collection and Debt Recovery environment - Processing and receipting of payments and financial transactions	- Undertaken a range of Revenues, Benefits or Income Collection and Debt Recovery activities in a local authority context - Experience of working within a large, complex organisation

	• Input and update data to management information systems (MIS) • Experience in the provision of a range of clerical supports • Confident in use of IT management systems and Microsoft Office packages such as Outlook, Word and Excel	• Experience of working under pressure and to deadlines • Experience of handling customer contact across a full range of communication channels; including telephony, face to face and email
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Employees are the FACE of East Ayrshire and are expected to demonstrate our FACE qualities and behaviours

Quality	Behaviour
Flexible	• Have an open mind and look for better ways of doing things. • Embrace new technologies to improve services for the people we serve. • Welcome opportunities to learn and grow.
Approachable	• Develop positive and productive relationships with everyone. • Listen, notice, respond and engage. • Manage our reactions and think about how our behaviour affects others.
Caring	• Embrace working in a team and working with others. • Take pride in your role, serving our community and strive to be the best we can be. • Be kind to others and to ourselves.
Empowered	• Have the courage to try new things. • Work with others to find the best solutions. • Help everyone to realise their full potential.