

## Role profile – Support Officer

- **Location:** Number One Riverside, Smith Street, Rochdale
- **Salary:** Grade 5 £28,598 to £31,022
- **Hours:** Full time 37 hours per week
- **Annual Leave:** minimum 25 days holiday increasing with service
- **Benefits:**
  - Work Life Balance scheme
  - Hybrid working
  - Workplace Wellbeing initiatives
  - Lifestyle savings platform (Vivup)
  - Discounted Travel – Bee Card
  - Cycle to Work scheme
  - Employee Assistance Programme
  - Credit Union

## Succeed at Rochdale

- **Support to thrive and develop your career**
- **Culture of learning and development**
- **Ambitious plans for the future**
- **Wellbeing support**
- **Located at the Heart of Riverside surrounded by shops, cafes, bars and leisure facilities**
- **Good public transport links**

## Overview - duties

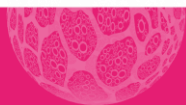
- To initiate and deal with enquiries relating to Technical Support activities and processes.
- To ensure quality is at the heart of service delivery by adopting a 'right first time' approach that aims to meet customer needs.
- To carry out comprehensive quality checks to ensure compliance with legislation, accuracy and maximisation of benefit/support.
- To maintain a comprehensive knowledge of Revenues & Benefits legislation.
- To assist with consultation and engagement activities with Revenues & Benefits customers to improve take up and remove barriers.
- To assist with financial balancing of IT Systems.

## Purpose - objectives

- To deliver an efficient, effective and quality service.
- Work to meet team priorities and targets.
- To help provide an efficient and friendly service to our customers.
- To constantly look for ways to improve the service the team delivers.
- To contribute to putting the customer first and at the heart of service delivery; and to help achieve improved levels of customer satisfaction.
- To offer support and guidance to apprentices on the team.
- To assist with the implementation of new IT systems.

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## Person specification



## Assessed via CV / Detailed Personal Statement

### Skills, Experience & Knowledge

1. Significant experience of working within a Revenues & Benefits environment.	5. Ability to communicate well with others in an effective and positive way via telephone, letter, email and face to face.
2. Knowledge and understanding of Revenues & Benefits legislation and procedures.	6. The willingness to adopt a flexible approach to normal work patterns
3. Ability to work as part of a team, helping other team members, improving team performance and working under pressure to meet deadlines/targets.	7. Experience of working with IT applications e.g., Microsoft Office applications and Revenues processing systems.
4. Ability to drive service improvement and provide excellent customer service.	

### Values

Pioneering, Passionate & Proud

To be assessed at interview.

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## Person specification

The remainder of the person specification will be assessed at interview

### Skills and experience

### How assessed (A, I, P Assessment, Interview, Presentation)

8. Experience of working in a Revenues & Benefits environment.

Assessment, Interview

9. Ability to work as part of a team in addition to being able to work on your own initiative.

Assessment, Interview

10. Successful track record of making a positive contribution and improving team performance.

Assessment, Interview

11. Ability to work in a pressurised environment, delivering priority work with accuracy and within timescales.

Assessment, Interview

### Knowledge

### How assessed (A, I, P Assessment, Interview, Presentation)

12. Revenues & Benefits legislation and processes.

Assessment, Interview