

ROCHDALE BOROUGH COUNCIL

JOB DESCRIPTION

Service Section	:	Finance Revenues & Benefits
Location	:	Number One Riverside Rochdale
Job Title Post Number	:	Support Officer :
Grade	:	4
Accountable to	:	Director of Finance; Head of Revenues & Benefits; Technical Support Team Leader and Senior Technical Support Officer.
Accountable for	:	N/A
Hours of Duty	:	37
Any Special Conditions of Service		A flexible work-life balance scheme The Authority operates a Smoke Free Policy for all its employees and applies to any building and associated grounds within in the immediate vicinity of the building which is wholly owned, leased or operated and occupied by RBC.

The Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects staff to share this commitment.

Organisational Chart

See Appendix 1: structure diagram attached.

Purpose and Objectives of the job

To deliver an efficient, effective and quality service; and to work to meet team priorities and targets.

Control of Resources

Personnel: None.

Financial: Responsible for the correct operation of financial systems relating to Revenues and Benefits in accordance with statutory regulations and Council procedures.

Equipment/Materials: Responsible for equipment and materials used by self and staff.

Health/Safety/Welfare

Responsibility for the safety and welfare of self and colleagues in accordance with the Health and Safety Policies of the Council.

Equality and Diversity

To work in accordance with the Authority's Policy relating to the promotion of Equality and Diversity.

Personal Training and Development

The post holder will be responsible for assisting in the identification and undertaking of his/her own training and development requirements in accordance with the Council's Performance Management Framework.

Relationships (Internal and External)

Internal: Officers within Finance Services
 Officers within other service areas
 Elected Members of the Authority

External: Staff of other local authorities
 Members of the public
 Government Departments
 Other relevant external bodies and organisations

Values and Behaviours

Approach the job at all times using the values set out in the Rochdale Way:

- Proud
- Passionate
- Pioneering and Open

Be aware of and apply the Rochdale Way behaviours at all times.

Service Duties & Responsibilities

Generic

- 1) To access and update all relevant information systems e.g. document management systems etc.
- 2) To help provide an efficient and friendly service to our customers; in dealing with enquiries from them in a polite and professional manner for example at Customer Service Centres and over the telephone.
- 3) To initiate and deal with enquiries relating to Technical Support activities and processes including responding to customer letters and e-mails.
- 4) To participate in training programmes as identified in One-to-One meetings and as specified by the Technical Support Team Leader and the Senior Technical Support Officer.

- 5) To constantly look for ways to improve the service the team delivers by identifying best practice; suggesting changes to procedures; and demonstrating a willingness to learn and thereby contributing to a continuing improvement in performance, customer satisfaction and service excellence.
- 6) To ensure quality is at the heart of service delivery, by adopting a 'right first time' approach that aims to meet customer needs and demands.
- 7) To contribute to putting the customer first and at the heart of service delivery; and to help achieve improved levels of customer satisfaction.

Quality

- 8) To maintain a comprehensive knowledge of Council Tax and related IT systems.
- 9) To carry out comprehensive quality checks for Council Tax liability and recovery work, to ensure compliance with legislation, quality, accuracy, collection maximisation and excellent customer care.
- 10) To review and quality check information received from Customer Service and Contact Centre staff.
- 11) To assist in recording, monitoring, and reporting the results of all quality work undertaken.
- 12) To carry out comprehensive quality checks on correspondence to ensure it is customer focused, and accurate.
- 13) To assist and support the Technical Support Team Leader and the Senior Technical Support Officer with the provision of training on the team and if appropriate within Revenues & Benefits.

Community Engagement, Benefit Take Up & Liaison.

- 14) To be conversant with legislation relating to Housing Benefit, Local Council Tax Support and Education Welfare Benefits and any replacement or new schemes introduced by DWP/MHCLG/Government.
- 15) To take an active role in the maximisation of benefits take up in line with the Benefit Take Up Strategy.
- 16) To work with partners to ensure take up work is co-ordinated and effective.
- 17) To evaluate and report on take up, community engagement and liaison to ensure effectiveness.
- 18) To assist in the administration of Customer Satisfaction Surveys.
- 19) To assist with the design, development and production of Revenues & Benefits stationery, advertising campaigns, and web-based information as directed by the Technical Support Team Leader and the Senior Technical Support Officer.

Systems

- 20) To download, process, collect and distribute daily job output. This includes service e-mails and other service documents.
- 21) To prepare and issue all outgoing mail, including reconciliation of output to control reports.
- 22) To scan and index documentation to the document management system.
- 23) To update and maintain IT systems used on the team and within Revenues & Benefits.
- 24) To assist with landlord schedules and notification of entitlement to Housing Benefit and Local Council Tax Support.

Cash Control

- 25) To use payment software for the maintenance of income into the Revenues & Benefits Service.
- 26) To deal with payment queries received from tax/charge payers, banks, Post Offices, PayPoint outlets, RBC staff.
- 27) The maintenance of all Direct Debit payments – including system input and refunds and dealing with customer correspondence.
- 28) To input and control transfers (all funds) including dealing with enquiries and liaison with other departments.
- 29) To balance financial systems on a daily basis, including liaising with other services to reconcile with third party systems.
- 30) To use bank software for internal bank account transfers, BACS transfers, CHAPS transfers, cheque payment enquiries and bank statement processing.
- 31) To use income management software for payment queries, production of reports and receipts, control, import and maintenance of reconciliation data.
- 32) To maintain suspense accounts in line with audit requirements.
- 33) To update and maintain the Council's Cash Book, maintenance, input and reconciliation of RBC bank accounts, including dealing with related enquiries.

Cashiers

- 34) To receipt, balance & bank all cheques received for all RBC services.
- 35) To receipt items received on bank statements for all RBC services.
- 36) To administer and control unpaid cheques.
- 37) To input all items to be receipted into the cash receipting system.
- 38) To balance and bank cheques for all RBC services.

Core Duties & Responsibilities

- 39) To ensure compliance with the Council's statutory requirements, policies and procedures.
- 40) To promote and respond to policies around the Corporate Plan.
- 41) To promote diversity, to participate in the achievement of the Council's Equality and Diversity Strategy, and work in accordance with the Equality and Diversity Policy.
- 42) To be responsible for the health, safety and welfare of self and others in accordance with the health and safety legislation and Council policies.
- 43) To maintain relationships with relevant stakeholders and partners, e.g. Elected Members, suppliers, other local authorities, voluntary agencies etc.
- 44) To ensure compliance with the Council's Health Related Absence Policy.
- 45) To ensure compliance with the IT Regulations and guidance to Managers on the use of DSE equipment.
- 46) To ensure compliance with the Council's Performance and Development Review Process through contributing to One-to-One meetings and Personal Development Reviews; and to contribute to communication with staff through the briefing process.

Secondary Duties & Responsibilities

- 47) To participate in Council programmes of in-service training as a trainee.
- 48) To provide support and assistance to other parts of the service as appropriate to the skills of the postholder as and when directed by the Head of Revenues & Benefits.
- 49) To undertake such other duties and responsibilities of an equivalent nature as may be determined from time to time by the Director of Finance (or nominated representative) in consultation with the postholder (and if he/she so wishes, with his/her Trade Union representative).

Personal Competencies

Staff within Revenues & Benefits are expected to demonstrate a positive approach, to deliver a quality service to our customers and stakeholders, to act openly and honestly, to have respect for colleagues and others and to work collaboratively within a team environment.

Our Mission Statement/Service Vision

"Putting customers first by striving to get it right, on time, first time, providing value and as much choice as we can in a fair and accessible way."

Job Description prepared
by _____

Date _____

Agreed by Postholder _____ Date _____

Supervisor _____ Date _____

Chief Officer _____ Date _____

Appendix 1

