Ambitious Stockport, creating opportunities *for everyone*

Thinking Stockport

Achieving as a Team

Working with Ambition

Showing everyone Respect

Job Profile and Working for Stockport

Our Council

Join us at Stockport Council – MJ Local Authority of the Year 2025

Our employees are our **greatest asset**. We're proud of the way we provide vital frontline services every day and work together, as **one team.**

Our 4 **core values** as shown above, run through everything that we do, and we aim to stay **true** to them regardless of the challenges that we may face.

To **support** our values, we have policies, guidance and procedures around health, safety and welfare, customer care, emergency planning, and security that all our **colleagues** are adhering and working to.

We also **pride** ourselves on our commitment to wellbeing and inclusivity of our colleagues and residents.

You can find out more about working for Stockport Council and some of the benefits that we offer our employees at https://greater.jobs/locations/stockport/



STOCKPORT METROPOLITAN BOROUGH COUNCIL

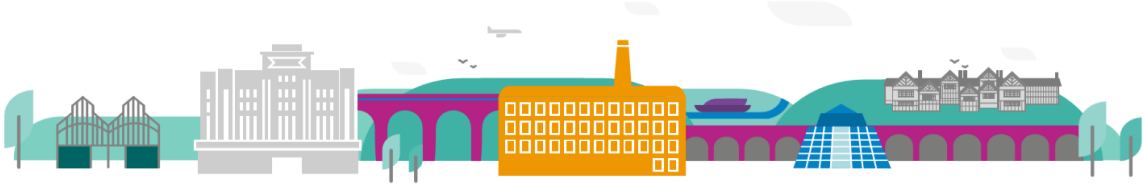
We are a Living Wage Employer

Greater Manchester Guaranteed Assessment Scheme

GREATER MANCHESTER GOOD EMPLOYMENT CHARTER

disability confident EMPLOYER

ARMED FORCES COVENANT



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About the Job

Role:	Revenues and Benefits Officer
Service Area:	Revenues and Benefits
Directorate:	Corporate and Support Services
Salary Grade:	Scale 4

Main Purpose of the Job

To assess entitlement to Housing Benefit and Council Tax Support for residents who have a low income.

Key Responsibilities

- To have a detailed knowledge of the regulations required to deliver Revenues and Benefits services
- To manage and maintain customer records
- Assess entitlement to Housing Benefit, Council Tax Support, Discounts & Exemptions
- To deliver billing, recovery, assessment, and client support functions
- To work positively and inclusively with colleagues and customers so that the Council provides a workplace to deliver a service that does not discriminate against people on the grounds of their age, disability, gender reassignment, marriage, civil partnership, pregnancy, maternity, race, religion, belief, sex, or sexual orientation.
- To fulfil personal requirements, where appropriate, with regards to Council policies and procedures, standards of attendance, health, safety and welfare, customer care, emergency, evacuation, security, and promotion of the Council's priorities.

Additional duties

1. Customer Services

- To respond in a positive manner to enquiries from customer contact, by phone, letter, email, or in person.
- Accurately evaluate the nature of customer enquiries and determine the appropriate action to be taken.
- To identify problems, generate solutions handle difficult or potentially aggressive situations appropriately.
- To be proactive in making direct contact with customers to discuss:

- Payment and recovery on accounts
- Applications and assessment for help with Support, Benefits, Discounts and Exemptions.
- To take telephone payments.
- The ability to converse at ease with customers and provide advice in accurate spoken and written English is essential for this post.

2.Technical Knowledge

- To request, collate, check, and verify all relevant information necessary to manage Revenue and Benefit Services
- To attend Court to provide support with recovery proceedings.
- To identify potentially fraudulent information and refer for appropriate action.

3. Manage Customer records

Duties will include :

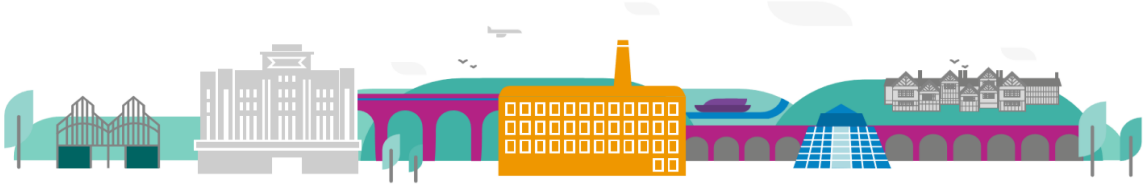
- Maintenance of customer databases.
- Changing liability in response to changes in address
- Assessment of discounts, exemptions, and benefits.
- Processing refunds and write-offs.
- Taking recovery action when account not paid.
- Maintenance of Revenues and Benefits Databases.
- Interrogation and updating of Customer records.
- To apply a practical knowledge of Regulations and ICT Systems and Procedures to administer Revenues and Benefits services.
- To create and action a range of system reports.
- Analysis of statistical data and reporting.
- To report errors where identified.
- To provide advice and support on technical /legislative matters to colleagues.

4.Liaison

To consult with other Council sections and outside agencies, maintain good communications and ensure prompt and efficient passage of information.

5. General

- To ensure all actions comply with Data Protection Act.
- To actively participate in reviewing working procedures and make recommendations for improvements and assist in the implementation of improvements.
- To attend and contribute in a positive manner at appropriate meetings
- To adhere to corporate policies and procedures where relevant
- To assist in the support and development of other staff
- To report errors where identified.
- To work positively and inclusively with colleagues and customers so that the Council provides a workplace to deliver a service that does not discriminate against people on the grounds of their age, disability, gender reassignment, marriage, civil partnership, pregnancy, maternity, race, religion, belief, sex, or sexual orientation.
- To fulfil personal requirements, where appropriate, with regards to Council policies and procedures, standards of attendance, health, safety and welfare, customer care, emergency, evacuation, security, and promotion of the Council's priorities.



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Additional Information

The responsibilities set out in this document, in the advert and any additional information are intended to provide a flavour of the work you will carry out. It is not possible to include everything you will be asked to undertake, and we expect all colleagues to work flexibly according to business needs and to enhance your own development. Your skills, abilities and training needs will be taken into account and discussed with you when any significant changes to your role are needed. In line with our flexible approach you may be required to work from home for a proportion of your time or from any of the Council's sites across the borough.

The Council is an inclusive employer and holds the Disability Confident and Armed Forces Covenant accreditations. If you have a disability, we will support you by implementing reasonable adjustments to enable you to perform your role.

About You

Please use your application to tell us how well you meet the criteria listed below as these are the key skills, experience, technical expertise, and qualifications needed to be successful in the role. We will then use all the information you provide in your application to help us decide whether you are shortlisted for interview. Any interview questions or additional assessments such as tests or presentations may also be broadly based on these criteria:

- Working to the Council's values and behaviours by:
  - Keeping the people of **Stockport** at the heart of what we do
  - Succeeding as a **team**, collaborating with colleagues and partners
  - Driving things forward with **ambition**, creativity, and confidence
  - Showing value and **respect** to our colleagues, partners, and customers.
- Excellent communication and interpersonal skills
- Ability and confidence to deal with a wide range of customers and work well with other team members and services
- Effective organisational skills
- Ability to work accurately to deadline
- Ability to work flexibly to support the team's core work and other objectives
- Experience of using office I.T applications including Microsoft Office.