

Ipswich Borough Council
Job Description: X38a

Apprentice Revenues and Benefits

MAIN PURPOSE OF JOB

Working for the Shared Revenues Partnership, delivering Revenues and Benefit Services for three Local Authorities, the post holder will undertake administrative duties to support the billing and collection of taxes and the award of discounts, reliefs and Housing benefit.

MAIN DUTIES

1. Process incoming contact; updating accounts and responding to customers enquiries as required.
2. Undertake to check reports, listings or correspondence and determine appropriate action to take.
3. Assist with routine reviews of entitlement including benefits, discounts, exemptions and reliefs. Update accounts and maintain records.
4. Carry out office based searches/tracing to establish customer entitlement to benefits and to establish customer whereabouts where mail is returned undelivered or gone away.
5. Provide an administrative service to Officers, including making appointments, either by personal contact, telephone or letter. Prepare case work as required.
6. Undertake research; compile statistics and reports as required.
7. Contribute to business improvements through active participation in projects, process reviews and enhancements.
8. Work towards your advanced apprenticeship qualification with due diligence.
9. Such variations as may be required from time to time without changing the general character of the duties shown above or the level of responsibility entailed.

Person Specification –

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ATTRIBUTES	ESSENTIAL	DESIRABLE	METHOD OF ASSESMENT
Qualifications	5 GCSEs Grade A* - C, including Maths and English		Certificates / Application form / Assessment Centre
Relevant experience	Ability to use MS Office, particularly Outlook, Word and Excel	Experience of dealing with people by email, telephone and face to face	Application form / Interview
Specialist knowledge		General appreciation of Local Government Services or Financial Services	Application form / Interview
Personal skills	Ability to organise own work load Ability to communicate effectively with different groups of people, both verbally and in writing. Ability to approach work flexibly with a can-do attitude	Ability to work on own initiative and as part of a Team	Application form / Interview
Special working conditions	Working in a confidential environment.		