



Job Description

Service:	Revenues and Benefits
Job title:	Support Officer
Grade:	C
Hours of work:	37
Responsible to:	Support Team Leader
Direct reports:	0
Indirect reports:	0

Purpose of Post:

To be the main point of phone contact for Benefit and Council Tax customers and provide support to the wider team


Key Deliverables:

1. Respond to phone and e-mail enquiries from customers, including home owners, claimants, landlords, other local authorities, advice agencies and Council departments, using current council tax and benefit polices and associated legislation
2. Collate, scan and index information, including correspondence from customers and data accurately into the Council's electronic document management system
3. Interrogate computer systems, including external sources, to retrieve information to deal with enquiries
4. Deal with interfaces and data uploads into the system that allows other officers to deal with cases. This covers, for example ATLAS, Universal Credit, notification of death etc.
5. Assist customers in the Council Tax and Benefit application process, i.e. on-line claims and encourage the increased use of electronic channels with customers including the customer portal
6. Scrutinise and dispatch letters to customers, ensuring a high quality of service is delivered
7. Other duties that may be required

Qualities	Examples
<p>Knowledge and Qualifications</p> <p>Good IT skills, with ability to use MS Office products and able to construct written responses to customers that are clear and concise (E)</p> <p>Able to deal with customers on the phone and to provide excellent customer service (E)</p> <p>5 (grade C or above) GCSEs including Maths and English plus relevant experience Or Relevant work experience plus some post relevant training/qualifications (E)</p> <p>Knowledge of Council Tax or Benefits (D)</p>	
<p>Experience</p> <p>Dealing with members of the public and other agencies either by phone/letter or email (E)</p> <p>Experience of dealing with customers who may be angry or upset (E)</p>	<p>Experience of dealing with a range of customers</p> <p>Experience of resolving issues at first point of contact by using excellent customer care and negotiation skills</p>
<p>Skills and Abilities</p> <p>Explores the customer's situation with them to develop a fuller understanding of the underlying need (E)</p> <p>Develops and maintains productive relationships with internal and external customers (E)</p> <p>Delivers what they have agreed with the customer and exceed their expectations (E)</p>	<p>Use clear and concise written and spoken communication skills</p> <p>Post requires giving advice and use of negotiation skills on a daily basis</p> <p>Use analytical skills to decide whether a claimant should apply for Universal Credit or Housing Benefit</p> <p>Ability to deal with high volumes of phone calls and remain calm when dealing with challenging behaviour</p>
<p>Decision making and Impact on others</p> <p>Makes and communicates clear decisions under time pressure</p>	<p>Ensures that Council Tax is collected in accordance with the relevant legislation</p>

Qualities	Examples
<p>Incorporates a range of views when making their decision</p> <p>Includes financial factors in their analysis and decision-making</p> <p>Monitors the flow of money through the business, or through their own function</p> <p>Ensures the effective and efficient use of time and resources</p> <p>Creates contingency plans to enable them to deal with factors that might interfere significantly with their plan</p> <p>Identifies what is required before each task can be begun or completed</p>	<p>Ensure that Benefit claims are processed accurately and evidence is indexed correctly</p> <p>Takes account of the individual circumstances of the customer and uses legislative knowledge and information from a range of data bases to formulate decision</p>
<p>Communication with Internal and External Customers</p> <p>Internal</p> <p>Local Taxation</p> <p>Benefits Team</p> <p>Fraud Team</p> <p>Other HDC teams such as the Document Centre</p> <p>External</p> <p>Customers</p> <p>Debtors and their representatives including Welfare Advisors and Solicitors</p> <p>Other Local Authorities / RSL's</p> <p>Banks and utilities</p>	<p>Predominantly external customers – high visibility with members of the public</p> <p>Internal customer contact 25%</p> <p>External customer contact 75%</p>
<p>Personal attributes & other requirements</p> <p>Is prepared to adapt their approach to overcome obstacles</p> <p>Responds constructively to a change in agenda or priorities</p>	



Qualities	Examples
<p>Revisits their decisions when presented with new information</p> <p>Is prepared to adjust their interpersonal style to respond to the needs or preferences of others and the situation</p>	
<p>HDC values</p> 	<p>The values outlined below reflect our collective positive attitude and how all staff is expected to work together as one team.</p> <p>Inspiring: We have genuine pride and passion for public service; doing the best we can for customers matters to us all.</p> <p>Collaborative: We achieve much more by working together, and this allows us to provide the best service for customers.</p> <p>Accountable: We take personal responsibility for our work and our decisions, and we deliver on our commitments to customers.</p> <p>Respectful: We respect people's differences and are considerate to their needs.</p> <p>Enterprising: We use drive and energy to challenge the norm and adapt to changing circumstances. We are always ready for challenges and opportunities, and we embrace them.</p>

Safeguarding and promoting the welfare of children and young people/vulnerable adults

Huntingdonshire District Council is committed to Safeguarding and promoting the welfare of children and vulnerable adults and expects all staff and volunteers to share this commitment.

This job description is intended only as a guide to the range of duties involved. The post holder will need to be flexible and adaptable in order to respond to other duties that may be required from time to time and the changes and developments within HDC