

Job Description and Person Specification

Revenues & Benefits Apprentice

Job Details	
Grade	Apprenticeship
Service	Revenues & Benefits
Location	One Friargate
Job Evaluation Code	

Coventry City Council Values
<p>We expect everyone who works for us to be committed to our One Coventry values and to share our commitment to becoming a more diverse and inclusive organisation:</p> <p>Open and fair: We are open, fair and transparent.</p> <p>Nurture and develop: We encourage a culture where everyone is supported to do and be the best they can be.</p> <p>Engage and empower: We engage with our residents and empower our employees to enable them to do the right thing.</p> <p>Create and innovate: We embrace new ways of working to continuously improve the services we offer.</p> <p>Own and be accountable: We work together to make the right decisions and deliver the best services for our residents.</p> <p>Value and respect: We put diversity and inclusion at the heart of all we do.</p>

Job Purpose
<ol style="list-style-type: none"> 1. To support the delivery of Housing Benefit and Council Tax Support administration 2. Provide an excellent customer focussed service to all our customers and partners. 3. An apprenticeship is a training role within a designated area where the apprentice will work alongside colleagues to undertake a range of supervised duties (direct and indirect supervision)

Main Duties & Key Accountabilities	
Core Knowledge	
A Benefits Apprentice will be trained in Housing Benefit and Council Tax Support administration and Customer Service delivery. After appropriate training, will assist in the processing of Benefit Claims by:	
<ul style="list-style-type: none"> Utilising the Benefit I.T. applications and Electronic Document Management Systems to support the processing of benefit applications within local targets. 	
<ul style="list-style-type: none"> Ensuring that claim forms are completed fully and accurately and all information has been received in accordance with the appropriate benefit legislation. 	
<ul style="list-style-type: none"> Carrying out basic calculations and ensure that payments are made in line with the appropriate legislation and that the appropriate decision letter is sent. 	
<ul style="list-style-type: none"> Providing support to the Discretionary Grants Team by scanning documents, and carrying out any admin duties on the team. 	
Following completion of an initial training plan, and with support, be able to provide an effective and efficient Customer Service by:	
<ul style="list-style-type: none"> Dealing with telephone enquiries from customers and helping them to complete online application forms 	
<ul style="list-style-type: none"> Communicating both verbally and in writing with customers and with partners such as Job Centre Plus, Department for Work and Pensions, Employers, Registered Social Landlords, Private Landlords, Coventry Advice Services, Council Tax section and any other organisations to obtain information required to assess Benefit and / or discretionary payments. 	
<ul style="list-style-type: none"> Providing general advice and guidance on other welfare benefits and referring more complex cases to experienced officers. 	
<ul style="list-style-type: none"> With assistance respond to enquiries from Registered Social Landlords and providers either in person or in writing in order to assist them in their dealings with their customers. 	
With assistance provide any required statistics or management information to enable the efficient running of the service.	
Any other duties and responsibilities within the range of the salary grade	

Key Relationships			
External:	Customers & Landlords	Internal:	Revenues & Benefit department & Discretionary Grants & Awards team

Standard Information
<p>Post holders will be accountable for carrying out all duties and responsibilities with due regard to Code of Conduct, Safeguarding, Health & Safety and the City Council's Workforce Diversity and Inclusion Policies. Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines.</p> <p>Training The postholder must attend any training and undertake any development activities that are identified as mandatory/beneficial to their role.</p>

Responsible for
N/A

Person Specification	
Requirements	
Knowledge	A general awareness of Welfare and Housing Benefits
Knowledge	A knowledge of Data Protection and the need for confidentiality
Knowledge	Good customer service skills and understands the importance of the 'customer' in a public service area
Skills And Ability	Ability to learn and retain technical knowledge
Skills And Ability	Ability to follow verbal and written procedures
Skills And Ability	Ability to adapt to changing policies
Skills And Ability	Ability to use your own initiative
Skills And Ability	Good written skills in order to correspond with customers and other agencies
Skills And Ability	Excellent verbal skills to respond in an appropriate manner to enquires
Skills And Ability	Good numerical skills
Skills And Ability	Ability to work effectively as part of a team
Skills And Ability	Ability to prioritise workloads

Skills And Ability	To be able to work and conduct yourself in a responsible and professional manner
Skills And Ability	Ability to deal with confidential and sensitive information
Experience	Experience of Customer Services and dealing with a range of people would be an advantage but not essential.
Experience	Basic knowledge of office systems and procedures would be an advantage but not essential
Experience	Previous experience of working in a team environment
Qualification	An ability to complete an NVQ Level 3 in business administration
Special Requirements	<ul style="list-style-type: none"> • Registration to the Department for Works and Pensions (DWP) Employee Authentication System (if required). This will involve the completion of a character Declaration and confidentiality agreement. • On appointments a declaration of interest form will be required to be completed annually. • On appointment a Basic Disclosure from Disclosure Scotland (DBS) check will be required. <p>This post is exempted under the Rehabilitation of Offenders Act 1974 and as such appointment to this post will be conditional upon the receipt of a satisfactory response to a check of police records via Disclosure and Barring Service (DBS).</p>

Declaration			
Reviewed/Created By:	Kamrul Hoque		
Job Title:	Revenues & Benefits Apprentice	Date:	11/03/2025