

Job Description and Person Specification

Revenues & Benefits System Support Officer

Job Details	
Grade	5
Service	Revenues & Benefits
Location	City Wide
Job Evaluation Code	P1491D

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
<p>As Revenue & Benefits System Support Officer, you will support the Revenues and Benefits Service, ensuring efficient operation and alignment with business objectives. Your role encompasses diagnosing and resolving system issues, enhancing service delivery, and maintaining legislative compliance. You will also facilitate continuous improvement through effective communication and collaboration with both internal teams and external partners.</p>

Main Duties & Key Accountabilities	
Providing specialised support for revenues and benefits applications, diagnosing issues, and recording progress on the ICT service management tool	
Ensuring all user support issues are logged, tracked, and resolved or escalated to third-party vendors as necessary	
Investigating application issues and coordinating with various ICT teams and third-party suppliers for resolution	
Conducting audit checks on batch processes and financial reconciliations, ensuring issues are logged and resolved promptly	
Testing and implementing system changes, including updates to correspondence templates and document types	
Ensuring system reports are produced, checked, and acted upon appropriately	
Assisting in the implementation of change initiatives and providing business leadership for projects	
Collaborating with various managers and teams to drive service innovation and efficiency	
Representing the Service at user groups and internal working groups as required	
Producing statistical reports for Senior Managers for various internal and external requirements	
Keeping abreast of legislation related to Housing and Council Tax Benefit, Council Tax, and Business Rates	
Fostering relationships with internal and external bodies, mentoring team members, and identifying user training needs	

Key Relationships			
External:		Internal:	

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	Have extensive knowledge of relevant legislation including Benefits, Council Tax, and Business Rates
	Have a clear understanding of equality, diversity, and inclusion principles and their application in the workplace
	Possess a good working knowledge of Electronic Document Management Systems (EDMS) and Local Tax and Benefits computer applications
Skills And Ability	Be able to demonstrate a high level of computer literacy and accuracy with attention to detail
	Be able to work independently and collaboratively as part of a team with a high level of organisational skills
	Be able to assess, prioritise information and work, and interpret complex instructions effectively
	Possess highly developed communication skills, both written and oral, including presentational abilities
Experience	Be experienced in the use of Microsoft Office and in identifying and resolving IT issues
	Have experience working under pressure to support demand-led services and to tight deadlines
	Be experienced in identifying and implementing service and system enhancements to improve efficiency
Special Requirements	Be able to work non-standard hours on occasions to meet the needs of the service
	Be committed to ongoing professional development and willing to undertake further training as required

Declaration			
Reviewed/Created By:	Martin Bennett		
Job Title:	System and compliance manager	Date:	October 2024

