

Job Description and Person Specification

Job Title: Revenues & Benefits Apprentice



Job Description

Job Title	Revenues & Benefits Apprentice
Grade	Apprenticeship
Service	Revenues & Benefits
Reports to	Andrew Maudlin
Location	Friargate
Job Evaluation Code	



About Coventry City Council

Who we are: At Coventry City Council we are dedicated to making a positive difference to the services we deliver to the diverse citizens of Coventry. The work we do improves people's lives – from helping them into work to providing clean and green places to live, to keeping people safe and protected.

As a Coventry City Council employee, you have our ongoing commitment to your growth and development with opportunities to work across multiple service areas including customer contact, public health prevention and education and skills, adults and children's services and provide support for the most vulnerable.

Our aim is simple – to be globally connected, locally committed, deliver our priorities with fewer resources whilst effectively managing our performance and measuring our progress.

Our Values: 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:



About the Service your team will provide

Purpose of the role

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

1. 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:
 - Utilising the Benefit I.T. applications and Electronic Document Management Systems to support the processing of benefit applications within local targets.
 - Ensuring that claim forms are completed fully and accurately and all information has been received in accordance with the appropriate benefit legislation.
 - Carrying out basic calculations and ensure that payments are made in line with the appropriate legislation and that the appropriate decision letter is sent.
 - Providing support to the Discretionary Grants Team by scanning documents, and carrying out any admin duties on the team.
2. Following completion of an initial training plan, and with support, be able to provide an effective and efficient Customer Service by:
 - Dealing with telephone enquiries from customers and helping them to complete online application forms

- 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.
 - Providing general advice and guidance on other welfare benefits and referring more complex cases to experienced officers.
 - 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.
3. With assistance provide any required statistics or management information to enable the efficient running of the service.
 4. 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
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Standard information

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.

Smoke Free

The City Council is Smoke - Free. Smoking is not permitted on any of our premises or the surrounding land including car parking facilities.

Training

The postholder must attend any training that is identified as mandatory to their role.

Responsible for:

Staff managed by postholder:

N/A

Person specification

Job Evaluation Code	
Knowledge	
<ul style="list-style-type: none"> • A general awareness of Welfare and Housing Benefits 	
<ul style="list-style-type: none"> • A knowledge of Data Protection and the need for confidentiality 	
<ul style="list-style-type: none"> • Good customer service skills and understands the importance of the 'customer' in a public service area 	
Skills and Abilities	
<ul style="list-style-type: none"> • Ability to learn and retain technical knowledge 	
<ul style="list-style-type: none"> • Ability to follow verbal and written procedures 	
<ul style="list-style-type: none"> • Ability to adapt to changing policies 	
<ul style="list-style-type: none"> • Ability to use your own initiative 	
<ul style="list-style-type: none"> • Good written skills in order to correspond with customers and other agencies 	
<ul style="list-style-type: none"> • Excellent verbal skills to respond in an appropriate manner to enquires 	
<ul style="list-style-type: none"> • Good numerical skills 	
<ul style="list-style-type: none"> • Ability to work effectively as part of a team 	
<ul style="list-style-type: none"> • Ability to prioritise workloads 	
<ul style="list-style-type: none"> • To be able to work and conduct yourself in a responsible and professional manner 	
<ul style="list-style-type: none"> • Ability to deal with confidential and sensitive information 	
Experience	
<ul style="list-style-type: none"> • Experience of Customer Services and dealing with a range of people would be an advantage but not essential. 	
<ul style="list-style-type: none"> • Basic knowledge of office systems and procedures would be an advantage but not essential 	
<ul style="list-style-type: none"> • Previous experience of working in a team environment 	
Qualifications	
<ul style="list-style-type: none"> • An ability to complete an NVQ Level 3 in business administration 	

Special Requirements

- 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.

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).

Date Created	30 th June 2023	Date Reviewed	30 th June 2023
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