



Coventry City Council

Job Description

Post:	Revenues and Benefits Apprentice	Job Number:	
Service:	Revenues and Benefits	Post Number:	
Location:	Friargate/Remote working	Grade:	Apprentice

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.

Job Purpose:

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.

Main Duties and Responsibilities:

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.

The post holder must comply with Coventry City Council's health and safety policy and in particular is required:-

- To take reasonable care for their own health and safety at work and of those who may be affected by their actions or by their omissions
- To cooperate with their line manager and senior management, to work safely, to comply with health and safety instructions and information and undertake appropriate health and safety training as required
- Not to intentionally or recklessly interfere with or misuse anything provided in the interests of health, safety and welfare
- To report to their manager any health and safety concerns, hazardous condition or defect in the health and safety arrangements.

Any further Health and Safety responsibilities relevant to this post will be set out in the offer letter and Written Statement of Particulars

The post holder must comply with the Interagency procedures of the Safeguarding Boards and Coventry City Council's policies for safeguarding children and safeguarding adults and in particular is required:-

- To ensure they are aware of the signs that may suggest a child or vulnerable adult is being abused or neglected
- To report to their manager, or other appropriate manager, any concerns they may have that suggest that a child or vulnerable adult may be being abused or neglected immediately

Any further Safeguarding Board responsibilities relevant to this post will be set out in the offer letter and Written Statement of Particulars

Post holders will be accountable for carrying out all duties and responsibilities with due regard to the City Council's Workforce Diversity and Inclusion Policy.

Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines.

Responsible for: None

Responsible to: Team Manager

Date Reviewed: April 2020

Updated: April 2021



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Person Specification

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Area	Description
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Knowledge:	<ul style="list-style-type: none">• A general awareness of Welfare and Housing Benefits• 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• Ability to follow verbal and written procedures• Ability to adapt to changing policies• Ability to use your own initiative• Good written skills in order to correspond with customers and other agencies• Excellent verbal skills to respond in an appropriate manner to enquires• 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.• 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 would be an advantage but not essential

Educational:	<ul style="list-style-type: none">• Maths and English GCSE 4/C or above (Or equivalent) or ability to complete Maths and English Functional Skills level 2 as part of the apprenticeship• Ability to complete Business Administrator Level 3 Apprenticeship Standard
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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.

Date Reviewed: April 2020

Updated: April 2021