

Revenues and Benefits Apprentice (Post 1653)

Service Area

Revenues and Benefits

Manager/Team Leader

Team Leader - Revenues and Benefits

Direct reports

N/A

Total Managed

N/A

Purpose of the Role

Apprenticeship that allows through a programme of training and learning the post holder to acquire the knowledge, skills and understanding necessary to fully perform the role of a Revenues Officer.

Key Result Areas

For a comprehensive description of the specific duties of this role see the attached appendices

General responsibilities that may apply to all posts include:

1. Dealing with customers or their authorised representatives and other callers, bodies and institutions by telephone, letter ,fax or by e-mail
2. Inputting a range of computer data including customer's information and details
3. Provide support to other members of the team including general administration.
4. Contributing, with other members of your team and other Revenues and Benefits Services staff to the Council discharging its statutory duties and responsibilities, as well as meeting the promises, obligations and commitments made to the community of North Norfolk
5. To take reasonable care for the Health and Safety of yourself and other persons who may be affected by your actions, or omissions, at work
6. Any other work required and as directed within the confines of the existing grading and post.

Revenues and Benefits Apprentice

Duties may include:

1. Undertaking training in Revenues or a related activity
2. Supporting members of the Revenues team by undertaking basic admin tasks

Under training supervision and support duties may include:

3. Accurate input of data to and correct amendment of customer accounts for residents or others who have a liability to pay Council Tax to North Norfolk District Council
4. Dealing with customers or their authorised representatives and other callers by telephone, letter, fax or by email
5. Basic office administration duties including filing, posting documents, collating records etc.
6. Where appropriate, provide basic advice regarding liability to Council Tax and payment of accounts
7. Liaise with colleagues in accordance with Council policy and best practice standards, provide and obtain wherever appropriate, essential information.
8. Develop an understanding and awareness relevant legislation including Data Protection and more specifically Local Government Finance

Person specification



| Revenues and Benefits Apprentice (Post 1653) | | | | |
|---|---|------------------|------------------|---------------------------------|
| | | Essential | Desirable | How Identified |
| Experience/ Knowledge | Demonstrates a basic understanding of office systems and procedures | | ✓ | Interview |
| | Basic understanding of computer software and PC's | ✓ | | Appl Form/ Interview |
| Qualifications | Good standard of education | ✓ | | Application Form |
| Skills | Good keyboard skills | ✓ | | Test |
| | Good level of customer service skills | | ✓ | Interview |
| | Good telephone skills | | ✓ | Interview |
| | Good communication (verbal and written) skills | ✓ | | Test |
| | Accuracy with written information and data | ✓ | | Test |
| | Good level of numeracy and be able to complete basic calculations | ✓ | | Test |
| Aptitude and Disposition | Relates well to people and callers | ✓ | | Interview |
| | Able to cope with difficult people | | ✓ | Interview |
| | Committed to job related education and training | ✓ | | Application Form |