

Job Profile

Position Details	
Post	Service Officer
Service Area	Customers, Transformation & Resources/Revenues & Benefits /Council Tax - Enforcement
Reports to	Team Leader
Grade	Scale 5 to Scale 6
Job Family	To be completed by HR

Role Purpose
To provide a professional, high quality and customer focussed recovery service for Haringey Council in accordance with legislation, policy and procedures to maximise income growth, enable debt reduction, minimise subsidy error and accurately assess benefits.

Main Responsibilities
<ol style="list-style-type: none"> 1. To operate as a generic officer across the core activities of the service with a focus on delivering a high level of customer service and performance. 2. To specialise in one of the following areas: benefit administration, council tax, business rate or the enforcement of council tax or business rate. To provide advice and be able to deal with complex, contentious or technical enquiries. 3. To assist customers in a way that reflects Haringey's Values, Principles and Pledges. 4. To comply with statute, legislation, discretionary powers, council standing orders, council policies and codes or standards of conduct. 5. To contribute to the provision of high quality, professional customer facing services and improved service outcomes. 6. To demonstrate flexibility and adaptability in the drive towards change and the improvement of processes. 7. Carry out the processes of valuation, billing, collection and enforcement of revenues and/or the assessment, payment of benefits in accordance with legislation, policy and procedure. 8. Deal with customer enquiries in writing, by telephone and in person, accurately and professionally with due regard for legislative and procedural requirements. 9. Use IT systems to facilitate and administer records within revenues and benefits 10. Deliver a professional service with due regard for targets, service improvements and performance quality. 11. Utilise knowledge, skills and experience to enable the maximisation of income growth and reduction in debt 12. Maintain a knowledge of relevant legislation, best practice and customer contact procedures
<u>At Scale 6</u>

Progression to Scale 6 will require the post holder to fulfil the above and in addition the tasks below for a minimum of 6 months:

- Deal with more complex areas of revenues or benefits:
 - Examples for Revenues may include but are not limited to: the resolution of disputes and complaints, the assessment of HMO status, decisions around areas of discretion, provision of detailed statements and calculations, recovery selection and preparation of cases for insolvency, charging order or committal.
 - Examples for Benefits may include but are not limited to: the assessment of student claims and self-employed claims, overpayment decisions and consideration of subsidy protection.
- To consistently achieve performance targets and standards.

Grade progression will be through Performance Appraisal, assessed in line with business needs and will not be automatic.

Additional requirements of the Post

All staff make these Personal Commitments:

WE OWE EACH OTHER a working environment characterised by trust and respect for the individual, fostering open and honest communication at all levels.

WE OWE OUR CUSTOMERS AND PARTNERS the highest quality of service possible characterised by responsiveness, accuracy, integrity and professionalism. We will continue strive for quality improvement.

WE OWE OUR ORGANISATION our full professional commitment and dedication. We will always look beyond the traditional scope of our individual positions to promote teamwork and business effectiveness

WE OWE OURSELVES personal and professional growth. We will seek new knowledge and greater challenges. We will expect to change and self-renew.

Demonstrate behaviour in line with our values:

- Ambitious
- Accountable
- Human
- Professional

Deliver services in line with our principles:

- Pain-free
- Personal
- Pride
- Proactive
- Productive

1. Understanding, knowledge and ability to follow guidelines that ensures compliance with Health and Safety at Work, Data Protection and other statutory requirements.
2. Understanding and commitment to promoting and implementing the Council's Equal Opportunities policies.
3. Knowledge and experience of using IT.
4. To undertake any other temporary responsibilities aligned with the overall purpose and grade of the role.

Knowledge, Qualifications, Skills and Experience	Essential or Desirable
The following criteria are essential or desirable for this role:	
▪ Have a knowledge of relevant legislation, best practice and customer contact procedures in at least one area of Revenues or Benefits	Essential
▪ Experience of at least one of the specialist areas (council tax, business rate, enforcement, benefit assessment) or a similar field.	Desirable
▪ Experience of working to set targets and delivering to tight deadlines with minimal supervision.	Essential
▪ Able to communicate accurately and professionally	Essential
▪ Ability to manage own workload	Desirable
▪ Good written and verbal communications skills	Essential
▪ Good IT skills, including MS Office	Essential
▪ Knowledge and experience of Revenues and Benefits IT systems	Essential

Main Contacts & Other Information
<p><u>Main Contacts:</u></p> <p>Head of Service Team Managers Team Leaders Employees Internal and External Stakeholders.</p>

Additional Information

Please complete the additional information as fully as you can.

Supervision / Management of People				
Please indicate which group best describes the total number of staff the post holder is responsible for:				
None	Up to 5 staff	6 to 15 staff	16 to 49 staff	50 plus staff
	X			
Are the staff based at the same work location?				Yes
Will the post holder be responsible for contract / agency / project staff?				No

In the normal course of their duties would it be reasonable to expect the job holder to undertake, or be involved in, any of the following on a regular basis.

If Yes, please provide an estimate of the % of their working day this involves.

Work Environment					
Activity	Yes/No	% of working day	Activity	Yes/No	% of working day
Office duties.	X	85%	Use of a computer.	Yes	85%
Audio typing.			Crisis or conflict situations.		
Walking more than a mile.			Manual handling.		
Working alone or in isolation.			Working in confined spaces.		
Driving a car, van or minibus.			Preparing or serving food.		
Exposure to infectious diseases, e.g. Tuberculosis (TB) or Hepatitis B.			Working in awkward positions, e.g. stooping, bending, reaching.		
Exposure to substances hazardous to health, including lead, asbestos or radioactive substances.			Operating heavy or hazardous machinery including forklifts, diggers or cranes.		
Regular and repetitive movements.			Working shifts / unsocial hours, nights.		
Outdoor work involving uneven surfaces.			Standing or sitting for prolonged periods.	Yes	85%

Activity	Yes/No	% of working day	Activity	Yes/No	% of working day
Working shifts / unsocial hours / nights.			Working at heights / on ladders, roof work.		
Teaching, or responsibility for, children.			Outdoor work involving extremes of temperature.		
Electrical hazards.			Control and restraint.		

Resources – identify & list personal and identifiable accountability for physical and financial resources including those of clients:
No
Cash/Financial Resources - Is the post personally and identifiably accountable for the accurate handling / security of cash and cheques? If yes, specify the average amount controlled at any one time and the nature of the accountability:
No
Plant/Equipment - is the post personally accountable for the proper use / safekeeping of plant / equipment? If yes, please indicate the type(s) of plant/equipment and the nature of the accountability:
To use any office equipment provided in accordance with training/guidance give.
Stocks/Materials - Is the post personally accountable for materials / items of stock? If yes, please indicate the type and approximate value and the nature of accountability:
No
Data Systems - is the post personally accountable for the use, manipulation and safekeeping of data systems whether manual or computerised? If yes please indicate the type of system(s) and the nature of the accountability, whilst explaining the importance of the data systems to the Council's operations:
Yes – Northgate, Document Management System, and others systems used by the Council where authorisation is given for use within the remit of the role for tasks to be performed. In addition any external systems provided by our external partners via authorisation to enable the role/tasks to be performed. The postholder will use all systems in accordance with the legislation/regulations that exist for the role, policies and procedures, as well as any contracts and Service Level Agreements.
Buildings - Is the post personally accountable for the proper use and safekeeping of buildings? If yes please indicate the type of building(s) concerned and the nature of the accountability:
No