

JOB DESCRIPTION

Job Title: Revenues & Benefits Administration Officer	Post No:	Hoople Band: B
Directorate: Finance	Section: Revenues & Benefits	Location: Auxilium House/Hybrid
Organisational information: <i>Responsible to:</i> Revenues and Benefits Project Lead Key relationships/Functional links with: <i>Internal:</i> Staff within Revenues & Benefits, Hoople Ltd staff including ICT, Internal Audit and Herefordshire Council staff including customer services <i>External:</i> Revenues & Benefits customers, Royal Mail, Department for Works and Pensions, Housing Associations, Landlords, Employers		
Main Purpose of Job: To assist with the provision of supporting the administration process within the Revenues & Benefits service. The secure opening and allocation of all incoming post and provide a daily despatch service for all outgoing post. Scanning and indexing of post received and verification of postal documents ensuring compliance with internal security measures. Assisting with duties relating to project support for a variety of Revenues & Benefits functions. Dealing with customers in writing and on the telephone providing a first class customer service.		
Main Responsibilities / Accountabilities: <i>The jobholder will be expected to complete the responsibilities / accountabilities effectively in order to deliver the key objectives of the organisation</i> <ul style="list-style-type: none"> • Completion of daily tasks including post opening, scanning & indexing documents onto the Electronic Document Management System (EDMS) and the despatch of outgoing post ensuring confidential documents are dealt with in accordance with internal security measures. • The provision of essential administrative support, including data input and manual handling tasks across Revenues & Benefits. • Deal with customer enquiries in writing and over the telephone. • Carry out project work in Revenues & Benefits ensuring accurate processing and in accordance to strict timescales. 		

- Support the Revenues & Benefits officers with daily tasks as advised by the Quality & Development Team leader.
- Assist with updating procedures, forms and publicity material as and when required.
- Compliance with the requirements set out by the General Data Protection Regulations 2018

Job Activities:	Frequency
<ul style="list-style-type: none"> • To comply with Hoople’s various policies and procedures such as Health & Safety, Equal Opportunities and the Code of Conduct. 	Daily
<ul style="list-style-type: none"> • Collection, despatch and recording of all post for the Revenues & Benefits service ensuring security requirements and procedures are complied with. 	Daily
<ul style="list-style-type: none"> • Ensuring the secure opening, identification and allocation of incoming post for the Revenues & Benefits Service. Including verifying original documents and dealing with items of a confidential and/or sensitive nature ensuring compliance with the DWP standards and guidelines and the safe return of all valuable documents. 	Daily
<ul style="list-style-type: none"> • The scanning and indexing of documents onto the Document Management system within a day of receipt. 	Daily
<ul style="list-style-type: none"> • The destruction of confidential paper documents, encompassing Council Tax, NNDR, Housing Benefits and Customer Services – in accordance with Health and Safety guidelines. 	Daily
<ul style="list-style-type: none"> • Folding and despatch of cheques, revenues and benefit notification letters/reminders/summons. 	Daily
<ul style="list-style-type: none"> • Inputting of information onto the Revenues and Benefits Database accurately. 	Daily
<ul style="list-style-type: none"> • Entry of data on to systems for invoicing/recovery purposes 	As required
<ul style="list-style-type: none"> • Deal with customers in writing and over the telephone providing a first class customer service. 	Daily
<ul style="list-style-type: none"> • To carry out Revenues & Benefits project work in accordance with directions given and adhere to strict timescales 	Weekly
<ul style="list-style-type: none"> • Support Revenues & Benefits Officers with daily tasks as directed by line manager. 	Daily
<ul style="list-style-type: none"> • Transferral of stationary items to storage for distribution as required and manual transferral of bulky items as per Health and Safety guidelines. 	As required
<ul style="list-style-type: none"> • The distribution of all Revenues & Benefits post and internal courier mail received into Plough Lane 	Daily
<ul style="list-style-type: none"> • Participate in team meetings to ensure that issues relating to the effective provision of services are identified, discussed and resolved where appropriate. 	As required
<ul style="list-style-type: none"> • Assist with the writing/updating of Revenues & Benefits procedures, forms and publicity material 	As required
<ul style="list-style-type: none"> • General administration duties as required or requested by line manager 	As required
Other information:	
To be flexible in your approach to work	

Line Manager Name:	Line Manager Signature: Date:
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Date Job Description last reviewed: