Gravesham Borough Council

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| Division: | Corporate Services |
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| Department: | Revenues & Benefits |
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| Post Title: | Revenues and Benefits Projects Officer |
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| Grade: | Scale 6 |
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| Hours | 37 |
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| Responsible to: | Service Change Team Leader |

# Job Description Revenues and Benefits Projects Officer

This job description is intended as a working document only, giving a guideline to the major tasks to be performed. It is anticipated that the post will develop as working practices change in order to meet the demands of the service, new legislation or policies of the council. It is expected the post holder will contribute to and assist in the development of such changes.

## Job summary

To be an active member of a team providing a quality service that is Customer focused, modern and efficient. Subject to the instructions of the Service Change Team Leader, assist with the implementation of system developments to support digital transformation. Liaising with the Senior Systems Support Officer and the Council’s Digital Team. To support the Service Change Team Leader to implement any key projects within Revenues and Benefits.

Subject to the instructions of the Service Change Team Leader, to effectively train in assisting in managing, controlling and administering the NEC Revenues & Benefits system and NEC Document Management System with responsibility for assisting in the running of the Support desk for Revenues, Benefits and Customer Services.

## Main responsibilities

To support the Service Change Team Leader and in particular:

### Projects

To ensure that any key projects prioritised by management are supported and appropriate project management actions taken.

To assist with the undertaking of reviews of processes/procedures resulting from a change in policy or legislation.

To undertake any key projects identifying any risks or issues on delivery by updating the Service Change Team Leader.

To actively support the development of current and emerging technology in the corporate objective concerning digital transformation.

To liaise with appropriate bodies, suppliers, teams for any prioritised projects.

To contribute/assist development of practices, systems, procedures and support their implementation to achieve service targets and initiatives.

### Digital Development

To work with The Digital Team and the System Support Officers to implement solutions that promote digital delivery of the Revenues & Benefits service.

To help with redesigning processes to ensure that procedures are maximising channel shift to support the ability for customers to self-serve.

To proactively look to continually improve this service for the community

* Leading the delivery and completion of agreed actions within agreed timescales to ensure projects and initiatives are implemented and delivered on time and within budget.
* Lead on the creation of test plans for digital projects and undertake testing as required.
* Remain up to date and informed on Revenues & Benefits matters.

### General

To liaise with other sections within the Revenues & Benefits Service as well as represent the whole service at meetings with external agencies.

To make a measurable contribution to the achievement of the relevant outcomes from the Council’s Corporate Business Plan.

To carry out such other duties as may be required of you, commensurate with the grade and level of responsibility, as directed by management.

To participate as required in the Council’s Emergency Planning Operations which may involve duties outside the post holder’s normal job description and contracted hours.  In the event that an incident has occurred which disrupts the council’s ability to deliver its critical functions, the post holder will be expected to participate in the recovery stage which may include undertaking duties within the post holder’s competencies in other departments and/or at other locations.

A commitment and contribution to the Council’s Equal Opportunities Policy is an essential requirement of the post.

The post holder will carry out all duties and activities having regard to the provisions of the Health and Safety at Work Act 1974, and in accordance with any instructions from senior members of staff under that Act or any Council or Departmental Codes of Practice or Procedures.

The post holder must ensure that data quality and integrity is maintained, and that data is processed in accordance with council policy, the Data Protection Act, the Freedom of Information Act and other legislation.

The post holder will comply with Statute and Council Policy in all respects.

An awareness and commitment to section 17 which places a statutory duty on police and local authorities to work in partnership to reduce crime and promote community safety. It is also required that community safety is to be a thread running through all functions of the LA.

A commitment to excellent customer service and the values of the Council.

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|  | ESSENTIAL | DESIRABLE |
| **SKILLS/ABILITIES**(Specific skills and abilities required to undertake the duties) | Good customer care skills dealing with and advising members of the public in a professional manner under all circumstances. Knowledge of and the understanding of the importance of confidentiality.Good communication skills both written and verbal.Good attention to detail.Ability to foster a good working relationship with members of staff at all levels both within the Council and externally.Ability to use information technology such as Microsoft Outlook, Word, Excel and PowerPoint.Ability to work with minimum level of supervision with the ability to manage own time, prioritise workload and manage competing demands to meet project deadlines. | Knowledge of performance management. |
| **KNOWLEDGE**(Particular knowledge which will be necessary to perform the work effectively, e.g. of specific legislation or regulations) | An in-depth knowledge of the NEC Revenues & Benefits System and document management System.Excellent knowledge of Revenues and/or Benefits Legislation. |  |
| **QUALIFICATION****TRAINING**(Educational/vocational qualifications and other training)Verification will be required | 5 GCSE’s or equivalent 9-4 grade.Able to demonstrate a good level of numeracy. | IRRV. |
| **EXPERIENCE**(Level and type of previous experience) | Experience in customer service.Experience of working in a Revenues and Benefits environment. Experience of working under pressure and of meeting tight timescales. | Experience of delivering projects/initiatives with an emphasis on digital solutions and customer focused improvements. |
| **QUALITIES**(Particular qualities necessary to carry out the works, e.g. ability to work under pressure or work co-operatively in a team) | Shows a personal; commitment to the work of the service, taking ownership of tasks and seeking to meet set deadlines and targets.Trustworthy honest and assertive and able to work on own initiative.Flexible approach to working hours. |  |
| **SPECIAL CONDITIONS**(e.g. willingness to work unsocial hours or wear a uniform) | Commitment to equal opportunities. |  |