CITY OF BRADFORD METROPOLITAN DISTRICT COUNCIL

JOB PROFILE

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| **DEPARTMENT: Corporate Services** | **SERVICE GROUP: Revenues, Benefits and Payroll** |
| **POST TITLE: Apprentice Revenues, Benefits and Payroll Officer** | **REPORTS TO: Section Leader – Revenues, Benefits and Payroll** |
| **GRADE: % of Band 5****Age 16/17 – Year 1 – 55% pa £9,070** **- Year 2 - 85% pa £14,264****Age 18 + - Year 1 – 80% pa £13,193** **- Year 2 - 95% pa £15,942****Please use Apprentice Rate of Pay Chart to check percentage of pay for Banding.** | **SAP POSITION NUMBER :** 50180669,50124558,50181450,50181451,50181452,50181453,50181459,5018146050181473 |

The following information is furnished to help Council staff and those people considering joining the City of Bradford Metropolitan District Council to understand and appreciate the general work content of their post and the role they are to play in the organisation. The duties and responsibilities highlighted in this Job Profile are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and scope of the post and the grade has been established on this basis.

For posts where employees speak directly to members of the Public the post holder is required to demonstrate their ability to speak fluently in English.

As a candidate you will be expected to demonstrate your ability to meet the special knowledge, experience and qualifications required for the role by providing evidence in the application form for the purpose of shortlisting. Applicants with disabilities are only required to meet the essential special knowledge requirements shown by a cross in the end column of this section.

The employee competencies are the minimum standard of behaviour expected by the Council of all its employees and the management competencies outlined are those relevant for a post operating at this level within our organisation.

Both sets of competencies will be used at interview stage and will not be used for short listing purposes

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| **Key Purpose of Post:**  |
| To undertake an Apprenticeship Scheme within the Department of Corporate Servicesfor which the main purpose of the role is to support the Revenues, Benefits and Payroll service in carrying out the services that it provides to the citizens of the Bradford District. As an Apprentice Revenues, Benefits and Payroll Officer, you will be required to undertake responsibilities across several of our primary services which may include the administration of Housing Benefit and Council Tax Reduction, the billing and collection of Council Tax, the recovery of all monies owing to the Council, to process and reconcile all payments (including cash) across the Council and to assist in the provision of the Council’s diverse payroll functions.The apprentice will follow a programme of training relating to the role and achieve the appropriate skills, competencies and qualifications of the role by the end of the training programme. |
| **Main Responsibilities of Post:**  |
| 1. The apprentice will work towards achieving the relevant skills, competencies and qualifications in order to be able to assist with the administration in one or more of the following:-
* Housing Benefit, Council Tax Reduction
* Education Benefits and Transport Concessions
* Council Tax Billing
* Business Rates
* Collection & Recovery
* ICT support & payments
* Cash control & banking
* Local Welfare Allowance Scheme
1. Ensure effective liaison and dialogue with for example members of the public, service colleagues, other Council Departments and Services, Voluntary Organisations and Advice / Community Centres, Her Majesty’s Court & Tribunal Service, Enforcement Agents – External and Internal, Department for Work and Pensions and Employers.
2. Ensure that any suspicions of irregular or fraudulent claims or accounts are promptly referred to the Corporate Fraud Unit.
3. To maintain the confidentiality of information from a variety of sources
4. Identify and suggest improvements to processes and procedures and assist in the review and design of relevant documents, letters and processes as required.
5. Assist in the promotion and maximisation of the take up of discounts, allowances and concessions as required.
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| **Structure:** |
| **Special Knowledge Requirement. Will be used for shortlisting.**  |
|  | **Essential** |
| **Applicants with disabilities are only required to meet the essential special knowledge requirements shown by a cross in the end column**. |  |
| Due to the Governments Fluency in English Duty for posts where employees speak directly to members of the public the post holder is required to meet the Lower thresholdlevel – where the person is able to demonstrate that they can during the interview: a) Use a wide range of simple words and a standard English sentence structure to express much of what they want to.          b) Maintain a conversational flow even though they pause to think of the correct words or sentence structure in order to express themselves.  | X |
| Able to interpret detailed technical information and communicate information accurately both face to face and by telephone | x |
| Demonstrates a high level of numeracy, literacy and accuracy across a range of activities |  |
| Has the ability to effectively use a range of complex IT packages which will include bespoke IT systems used by service as well as Microsoft Word, Excel and Outlook | x |
| Is able to respect confidential information and not disclose it inappropriately to others | x |
| Ability to adopt a process of continual improvement and suggest ways of working more efficiently and effectively to improve service delivery. | x |
| Is able to question/challenge to gather information | x |
| Able to apply knowledge of Health, Safety and Environmental policies, procedures and regulations including risks in own area ofwork |  |
| Able to cope with difficult and stressful situations | x |
| **Relevant experience requirement: Will be used for shortlisting** |
| The applicant is required to provide evidence of having previously spoken fluently in English in order to meet either the Lower threshold or Advanced threshold level outlined under Special Knowledge above.  |
| GCSE Maths and English at Grades A-C or be able to demonstrate good literacy and numeracy through assessment before and during interview. |
| **Relevant professional qualifications requirement: Will be used for shortlisting** |
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| **Core Employee competencies to be used at the interview stage.**  |
| **Carries Out Performance Management** |
| Covers the employee’s capacity to manage their workload and carry out a number of specific tasks accurately and to a high standard.  |
| **Communicates Effectively**  |
| Covers a range of spoken and written communication skills required as a regular feature of the job. It includes exchanging information/building relationships; giving advice and guidance; counselling, negotiating and persuading and handling private, confidential and sensitive information**.** |
| **Carries Out Effective Decision Making**  |
| Covers a range of thinking skills required for taking initiative and independent actions within the scope of the job. It includes planning and organising, self effectiveness and any requirements to quality check work. |
| **Undertakes Structured Problem Solving** **Activity**  |
| Covers a range of analytical skills required for gathering, collating and analysing the facts needed to solve problems. It includes creative and critical thinking; developing practical solutions; applying problem solving strategies and managing interpersonal relationships. |
| **Operates with Dignity and Respect**  |
| Covers promoting equality, treating all people fairly and with dignity and respect, maintains impartiality/fairness with all people, is aware of the barriers people face.  |
| **Working Conditions:**   |
| Must be able to work as determined by contracted hours, work location and the needs of the service.* Must be able to lift heavy bags & tins of coinage
* Must be able to stand for long periods of time.
* Must be able to sit in a vehicle for long periods
* Will be required to wear safety shoes to perform some tasks (these will be provided)

 Must be able to perform all duties and tasks with reasonable adjustment, where appropriate, in accordance with the Equality Act 2010 in relation to Disability Provisions.  |
| **Special Conditions:**  |
| A Disclosure check will be carried out as part of the selection process The apprentice will follow a programme of training relating to the role and achieve the appropriate skills, competencies and qualifications of the role by the end of the training programme.Due to the nature of the role, the Apprentice will undertake one of the following qualifications as part of their apprenticeship:Level 3 Local Taxation and BenefitsLevel 3 Public Services Operational Delivery |
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| **Compiled by: SW****Date: 01/12/2017** | **Grade Assessment Date: 23/11/2017** | **Post Grade: 5****GRADE: % of Band** **Age 16/17 – Year 1 – 55% pa** **- Year 2 - 85% pa****Age 18 + - Year 1 – 80% pa** **- Year 2 - 95% pa** |