



3 Cricklade Court, Cricklade Street  
Old Town, Swindon, SN1 3EY

Telephone: 01793 467142

<https://jobs.coepirecruitment.com/job/billings-and-benefits-officer>

## Billings and Benefits Officer

### Description

The purpose of this post is to administer Housing benefits and Local Council Tax Support assessment, ensuring a high standard of quality and accuracy of work, in addition to administering Council Tax billing, up to and including the issue of the bill. Staff will ensure that all work undertaken is in accordance with law, regulations and guidelines and handled as promptly and efficiently as possible.

### Responsibilities

- Day-to-day administration of Council Tax billing and benefits processes, whilst seeking to promote efficiency and continuous improvement.
- Interpretation of Council Tax and Benefits legislation, ensuring that processes and decisions apply in accordance with law and policy guidelines.
- Understand the impact that all assessments, accuracy and overpayments have on subsidy.
- Administer the Local Council Tax Support Scheme in accordance with local policy and guidelines.
- Make decisions in respect of Council Tax liability, exemptions, discounts, reliefs and Housing Benefit entitlement and that notices are issued in a timely manner, referring any matters of doubt to a Senior Billing and Benefits officer.
- Ensure the accuracy of the property and taxpayer database, including Housing Benefits and LCTS data, by updating the IT systems and agreeing totals to Valuation Office Agency where appropriate.
- Undertake enquiries to identify exemptions, discounts and reliefs from council tax and evaluate household details relating to Housing Benefit / Local Council Support claims, carrying out detailed assessments of income, capital and other resources relating to entitlement.
- Verify and validate information, making all necessary calculations to determine entitlement and notifying customers accordingly.
- Liaise with Visiting Officers in relation to establishment of liabilities, reliefs and other queries, including the completion of new dwellings and claims for benefit and LCTS.
- To maintain an awareness of current legislation, policy and guidance relating to Council Tax, Housing Benefits and Local Council Tax Support.
- Respond to requests from customers for clarification of decisions, providing statements of reasons, correcting any errors discovered and reconsidering any decisions where appropriate.
- To liaise with all internal and external partners as required.
- Undertake all the duties within the framework of Equal Opportunities.
- Any other duties appropriate to the post: These other duties must be equivalent to or below the salary and status of the role and, where appropriate, under the Equality Act 2010, due consideration must be given to any employees with a "protected characteristic".
- You must cooperate in all matters relating to Health and Safety and implement all procedures for your job role. The identification of Health and Safety related risks within the working environment must be highlighted to

### Date posted

23 May 2023

### Base Salary

£ 25.00 - £ 28.00

### Job Location

Basildon

### Working Hours

Monday to Friday, 36.5 hours per week

### Beginning of employment

ASAP

### Duration of employment

6 months

### Employment Type

Full-time, Temporary

<https://jobs.coepirecruitment.com>

your management.

## **Qualifications**

- Demonstrable experience of working in a benefits section or in a similar environment dealing with income-related assessments.
- A good working knowledge of Council Tax and Housing Benefits law and procedures
- Experience of customer/public contact demonstrating good communication and interpersonal skills
- Experience of accurately maintaining and interpreting personal and financial data, ideally using CIVICA Software
- Educated to GCSE level or equivalent, indicating an aptitude for mathematics and English language
- Professionally qualified to IRRV level or willing to study for the IRRV