

Job Description

Job title	[Processing and Controls Officer
Directorate	[BUSINESS : Business Support]
Division	[Council Tax and Business Rates
Range	[MPR 3]
Reports to	[Principal System Support Officer

Main purpose of the job:

[Assist the Principal System Support Officer to ensure the efficient running of the Revenues and Benefits IT systems, including all associated processes for the collection and billing of Council Tax and Business Rates, and the calculation and payment of Housing Benefit and Council Tax Reduction.]

Liaise with stakeholders in a way that promotes the [vision and values](#) of the Council.

Accountabilities and outcomes:

[Carry out all batch computer processes in accordance with internal procedures and timetables to enable the timely collection of direct debit payments, payment of Housing Benefit and Council Tax Reduction, and the production of bills and recovery notices.

Monitor performance of systems and report any degradation or failure in service. Provides support for system maintenance and carrying out testing for upgrades to existing software, or new software, when required.

Deal with requests for new users to be set up for NEC Revenues and Benefits, NEC Document Management, LoCTA and any other Revenues and Benefits systems, ensuring the correct level of access is assigned to each user.

Undertake all controls and quality checks in accordance with the audit framework and legislative requirements and produce and handle data and other statistical information for management and external/government agencies.

Check calculations carried out by Benefit Officers in relation to manual adjustments to identify discrepancies and errors.

Liaise and correspond with internal colleagues and external companies in relation to the printing of batch jobs and checking output.

Provide support and advice to the scanning and indexing staff.]

At the discretion of the Head of Service, such other activities as may from time to time be agreed consistent with the nature of the job described above.

Key Corporate Accountabilities:

To work with colleagues to achieve service plan objectives and targets.

To understand and actively keep up to date with GDPR responsibilities, including completing regular refresher training.

Safeguarding is everyone's responsibility: all employees are required to act in such a way that safeguards the health and well-being of children and vulnerable adults.

To participate in the Performance Appraisal process and contribute to the identification of own and team development needs utilising the Career Development Framework.

To actively promote the Council's Fair Access, Diversity and Inclusion Policy and observe the standard of conduct which prevents discrimination taking place.

To ensure full compliance with the Health and Safety at Work Act 1974, the Council's Health and Safety Policy and all locally agreed safe methods of work.

To fully understand and be aware of the commitment to the duty under Section 17 of the Crime and Disorder Act 1998 to prevent crime and disorder.

Promote the Medway Carbon Neutral by 2050 commitment; supporting the Council action plan to ensure we play our part in addressing the climate emergency.

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Organisation:

This role reports to the [Principal System Support Officer.]

[The post holder will not be required to line manage others but may be required to direct, coordinate or train other employees.]

The post holder will be required to liaise with all stakeholders both internal and external to the organisation.

Working Style:

[HYBRID - a flexible working arrangement whereby an employee can undertake their work either in the office and/or partially or mainly from home on a temporary or permanent basis.]

Person specification

All criteria at level A are considered essential unless stated otherwise.

Qualifications

Level A

- Five GCSEs Grade 4 or above to include Maths and English.

Level B (in addition)

- Intermediate MS Excel.

Level C (in addition)

- Working towards the Level 4 Institute of Revenues, Rating and Valuation Technician or a minimum of 3 years related and relevant experience. |
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Knowledge

Level A

- Basic understanding of the role of IT systems ideally within a financial services setting, or similar environment.

Level B (in addition)

- Competent in all systems processes as required by Principal System Support Officer.
- Good knowledge of data protection and associated principles and their practical application to the role.
- Developing understanding of legislation related to the role.

Level C (in addition)

- A good understanding of the Revenues and Benefits IT systems, the roles across the teams and how they are each impacted by those systems.
 - Broad understanding of the legislation relating to the specific area of work such as local taxation, council tax and housing benefits and financial accounting. |
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Experience

Level A

- Experience within a financial services or IT environment, (examples include Revenues, Benefits, Payroll or account reconciliation).

Level B (in addition)

- Independently sets up and monitors all batch processes.
- Gives advice and guidance to colleagues and customers and explains straightforward tasks to others when required.
- Competent in providing advice to users on any system issues, failures, upgrades or other technical matters.

- Contributes to the testing of new and updated systems and ensures on-going development of all systems to maintain an efficient service.
- Assists with financial controls and reconciliation.

Level C (in addition)

- Experience of analysing, identifying and solving system-related problems.
 - Devises new procedures and provides training when required.
 - Explains complex tasks to others, including mentoring, when required. |
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Skills

Level A

- Proficient in the use of Microsoft packages including Word, Excel, Outlook and Teams.
- Achieves set targets and deadlines through good planning and time management with support from line manager or mentor.
- Guided and supported use of bespoke systems.

Level B (in addition)

- Proficient in the administrative aspects of all Revenues and Benefits systems including but not limited to NEC Revenues and Benefits and Document Management, Citizen Access, Payment Services and LoCTA.
- Can accurately handle and process payment files containing considerable financial amounts.

Level C (in addition)

- Can use written and oral communication skills to present varied information to a range of audiences, for example, when training of colleagues, providing feedback on checks undertaken.
- Demonstrates a consistent high level of speed and accuracy in work as determined by targets that are set.
- Can use judgement and creativity to assess situations and solve varied and unexpected problems, for instance software bugs or process failures with a significant impact on users and/ or customers. |