

Job Title	Range	Duties	Level A (Developing)	Level B (Practising)	Level C (Accomplished)
Scanning and Indexing Assistant (14745)	Range 2	Scan, index and publish applications and associated documentation. General administration duties, I.T. familiarisation Provide administration support required	Required for this level	In addition to level A	In addition to levels A and B
			Qualifications Five GCSEs Grade 4 or above to include Maths and English or equivalent related and relevant experience.	Qualifications	Qualifications
			Knowledge Know how to solve problems relating to scanning and indexing.	Knowledge - Know how to provide and maintain adequate up to date records. - Awareness of confidential waste requirements.	Knowledge Knowledge of the requirements related to confidential waste.
			Experience - Ability to scan and index varying information types. - Ability to provide and manage data within Excel spreadsheets.	Experience Competent in scanning and indexing information and able to organise information appropriately with limited support.	Experience Able to competently resolve issues and liaise with engineers relating to scanning equipment.
			Skills Awareness of IT systems and their application.	Skills - Proficient in the use of Microsoft Word, Excel, and Outlook. - Able to remain calm and think clearly under pressure. - Understanding of team working and the part they play in ensuring objectives are met.	Skills - Understanding of team/customer needs and being able to manage their expectations. - Able to undertake role of workplace buddy for new starters.
Processing and Controls Officer (16305)	Range 3	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.	Required for this level (in addition to all previous levels, if applicable)	In addition to level A	In addition to levels A and B
			Qualifications Five GCSEs Grade 4 or above to include Maths and English.	Qualifications Intermediate MS Excel.	Qualifications Working towards the Level 4 Institute of Revenues, Rating and Valuation Technician or a minimum of 3 years related and relevant experience
			Knowledge Basic understanding of the role of IT systems ideally within a financial services setting, or similar environment	Knowledge Competent in all systems processes as required by Principal System Support Officer.	Knowledge A good understanding of the Revenues and Benefits IT systems, the roles across the teams and how they are each impacted by those systems.

				• Good knowledge of data protection and associated principles and their practical application to the role. • Developing understanding of legislation related to the role.	• Broad understanding of the legislation relating to the specific area of work such as local taxation, council tax and housing benefits and financial accounting.
			Experience • Experience within a financial services or IT environment, (examples include Revenues, Benefits, Payroll or account reconciliation).	Experience • 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.	Experience • 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.
			Skills • 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.	Skills • 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.	Skills • 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.
Senior System Development Officer (15916)	Range 4	Identify and assist with opportunities for new or improved systems, processes & procedures including project managing the implementation of any such systems and designing associated procedures. Review Housing Benefit and Council Tax Reduction claims ensuring they have been processed accurately and	Required for this level (in addition to all previous levels, if applicable)	In addition to level A	In addition to levels A and B
			Qualifications • Working towards the Level 4 Institute of Revenues, Rating and Valuation Technician or related and relevant experience. • Completed Money Guiders Foundation.	Qualifications	Qualifications • Completed Level 4 IRRV Technician.

		that Housing Benefit subsidy is maximised.	<u>Knowledge</u> • Good understanding of revenues and benefits IT systems. • Good knowledge of council tax, business rates or benefit law with the ability to interpret legislation and apply it to complex cases and give advice to team members, other services, council members and external agencies. • Excellent knowledge of data protection and associated principles and their practical application to the role.	<u>Knowledge</u> • Extensive knowledge of one of the following (and awareness of the remainder): 1. Housing Benefit/ Council Tax Reduction 2. Housing Benefit Subsidy 3. Council Tax/ Business Rates legislation 4. Revs & Bens systems administration (R&B, Document Management and Citizen Access).	<u>Knowledge</u> • Extensive knowledge of at least two of the following (and a working knowledge of the remainder): 1. Housing Benefit/ Council Tax Reduction 2. Housing Benefit Subsidy 3. Council Tax/ Business Rates legislation 4. Revs & Bens systems administration (R&B, Document Management and Citizen Access). • Excellent ICT knowledge and vision as to how this can be practically utilised to deliver service improvement.
			<u>Experience</u> • Minimum of 2 years working within a financial services environment. • Experience of systems administration. • Experience of working to achieve set deadlines whilst balancing conflicting pressure and priorities.	<u>Experience</u> • Significant experience of working in a revenues and benefits environment. • Significant experience of NEC revenues and benefits systems including systems administration. • Experience in delivering training through different channels. • Experience dealing with external customers (e.g. suppliers or auditors). • Experience and knowledge of data quality principles. • Experience in production of management information, Government and other statistical returns. • Experience of project delivery. • Experience in devising procedures, providing training and feedback in a technical area.	<u>Experience</u> • Minimum of 5 years relevant experience including a minimum of 3 years within the Council Tax and Business Rates team in a local authority. • Significant experience of working collaboratively across different services to deliver projects. • Extensive experience of NEC revenues and benefit systems including systems admin, testing routines, problem solving and training. • Practical experience of delivering extensive change; for example, reviewing and improving existing business processes or developing entirely new processes and/ or solutions to respond to changes in technology and legislation. • Experience of assisting in annual billing and year end processes.
			<u>Skills</u> • Excellent ICT skills • Good level of attention to detail. • Good communication skills. • Ability to take ownership of work and fulfil agreed commitments, with limited assistance and supervision. • Achieves set targets and meets strict deadlines through good planning and time management.	<u>Skills</u> • High level of attention to detail. • Ability to use literacy, numeracy and ICT skills to carry out assessments which affect an individual's income and wellbeing, including interpreting legislation, and using discretionary judgement to appraise options and formulate a decision. • Ability to clearly and concisely explain complex or technical subject matters.	<u>Skills</u> • Can prioritise multiple complex tasks, including tasks or projects that cross services and may take months to deliver; for example, the delivery of new technology and business process enhancements that require input from and/ or impact multiple departments. This may involve gathering service requirements, appraising the available options, planning, implementing,

				• Able to communicate system changes and new processes to those affected, both verbally and through written documentation. • Able to work collaboratively to achieve targets.	testing, training and reviewing the solution. • Ability to innovate and deliver service improvement. • Able to deputise for Principal System Support Officer in approving annual leave or giving advice and guidance to other members of the team.
Principal System Support Officer (11694)	Range 5	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. To manage the systems team and oversee all associated controls. To manage the scanning and indexing team and to provide an efficient high-quality service to the revenues, benefits and financial welfare, and corporate debt teams.	Required for this level (in addition to all previous levels, if applicable)	In addition to level A	In addition to levels A and B
			<u>Qualifications</u> • Level 4 IRRV Technician or a minimum of 5 years related and relevant experience.	<u>Qualifications</u> • Working towards Level 5 IRRV Diploma	<u>Qualifications</u> • Level 5 IRRV Diploma
			<u>Knowledge</u> • Excellent understanding of revenue and benefits systems. • Good knowledge of council tax, business rates or benefit law with the ability to interpret legislation and apply it to complex cases and give advice to team members, other services, council members and external agencies. • Excellent knowledge of data protection and associated principles and their practical application to the role.	<u>Knowledge</u> • Comprehensive understanding of revenue and benefits systems including administration, system security etc. • Good understanding of financial management / accountancy and impacts on revenues and benefits. • Knowledge of wider ICT systems including integrations and dependencies.	<u>Knowledge</u> • Excellent understanding of financial management/ accountancy and impacts on revenues and benefits. • Excellent ICT knowledge and vision as to how this can be practically utilised to deliver service improvement.
			<u>Experience</u> • Experience of working in a financial services environment. • Experience of financial controls and reconciliations. • Experience of working under pressure to meet strict deadlines. • Experience in devising procedures or providing training.	<u>Experience</u> • Supervisory/ management experience. • Experience of change management. • Financial management/ accountancy experience. • Experience dealing with external customers to ensure service delivery standards. • Experience and knowledge of data quality principles. • Experience of in production of management information, Government and other statistical returns. • Experience of assisting in annual billing and year end processes. • Experience in devising procedures and providing training.	<u>Experience</u> • Significant experience of leading and motivating teams, including those working remotely. • Extensive experience of NEC revenues and benefit systems including systems admin, testing routines, problem solving and training. • Experience of assisting in all aspects of annual billing and year end processes. • Practical experience of delivering extensive change.

			Skills - Ability to handle multiple large financial transactions of value which would represent significant reputational and financial loss to the council if incorrect. - Ability to clearly and concisely explain complex or technical subject matters. - Good level of attention to detail. - Good communication skills. - Ability to take ownership of work and fulfil agreed commitments, with limited assistance and supervision. - The ability to lead and motivate staff.	Skills - Ability to use literacy, numeracy and ICT skills to complete a range of highly complex tasks and assessments, such as writing reports, letters, presentations and undertaking complex assessment of need and calculations. - Excellent communication skills, both written and oral to a range of audiences for example liaison with the council's auditors, software suppliers, elected members or occasionally dealing with complaints from aggrieved members of the public. - Skilled time management to achieve set targets and meet strict deadlines which ensure the smooth running of the service.	Skills - Contributes constructively to the development of service plans and targets. - Able to deputise for System Support Manager when needed. - Able to motivate and inspire team members. - Ability to innovate and deliver continuous service improvement.
System Support Manager (15910)	Range 6	Lead the team responsible for providing and maintaining the Revenues and Benefits IT systems and supplying a scanning and indexing service for the services involved in the administration of Revenues and Benefits functions, and for monitoring the accuracy of benefit subsidy and processing.	Required for this level (in addition to all previous levels, if applicable)	In addition to level A	In addition to levels A and B
			Qualifications Level 5 IRRV Diploma or a degree in a relevant field of study.	Qualifications Completion of advanced courses in MS Excel, Business Objects and MS Access	Qualifications Demonstrate continued professional development, for example working towards Level 7 IRRV honours.
			Knowledge - Excellent understanding of the practices and procedures involved in the administration of council tax, business rates and benefits. - Thorough knowledge of the council's document management and core processing systems (NEC) from both a user and administrator perspective. - Knowledge of the benefit subsidy system.	Knowledge - Advanced understanding of Revenues and Benefits law. - Broad understanding of the council's budget process. - Detailed knowledge of the benefit subsidy system.	Knowledge - Excellent knowledge of council tax, business rates and benefit law with the ability to interpret legislation and ensure all IT systems comply with legal requirements. - Good understanding of the service's budget. - Understanding of the work undertaken within the wider Finance Team.
			Experience - Extensive experience of at least 5 years working in at a senior level in Revenues and Benefits environment. - Experience of running NEC system processes including annual billing and year end procedures. - Experience of managing a team within a Revenues and Benefits environment. - Proven experience in Microsoft Office, particularly in the use of Excel.	Experience - Independently managing the team and all associated personnel requirements. - Ability to demonstrate the advanced theoretical, practical and procedural knowledge across Revenues and Benefits including policies and procedures. - Attending Kent Revenues Group in service manager's absence.	Experience - Significant experience of managing a Council Tax and business rates team. - Significant experience of running NEC system processes including annual billing and year end procedures. - Participating in Finance and Business Intelligence Extended Management Team meetings in service manager's absence.

				Participating in Finance Management Team meetings in service manager's absence.	Drafting reports or presentations for senior officers.
			<u>Skills</u> - Able to independently investigate and analyse new IT products and make reasoned recommendations. - The ability to use Business Objects (or similar) to generate reports from various systems with some support. - Excellent IT skills. - Can monitor the accuracy of benefit subsidy and processing and provide feedback to the team. - Developed coaching and mentoring skills, able to lead, inspire and motivate the team.	<u>Skills</u> - Understanding other Council IT systems and processes and their interrelationship with Revenues and Benefits systems. - Developed communication skills with the ability to present. - Independently able to use Business Objects (or similar) to generate reports from various systems. - Use of the Integra Centros system for creating purchase orders and payment of invoices. - Able to encourage and implement improvements related to the accuracy monitoring, can guide and coach the team through these changes. - Developed people management skills, can use coaching skills to resolve disputes and improve performance and consistently demonstrates effective management of staff, including objective setting and workload planning.	<u>Skills</u> - Well-developed presentation skills. - Able to use Integra for managing budgets. - Contributes constructively to the development of service plans and targets. - Able to deputise for Service Manager when needed. To include completing and submitting government returns, responding to queries from senior managers, members or external suppliers and assisting with issues that may arise across the wider team. - Can develop and inspire confidence in relevant team members to provide cover for all critical functions including annual billing and year end processes.