



Job Outline

Directorate of Communities and Environment

Job Title	Assessments Assistant – Level 1	Post Number	
Responsible to	Assessments - Supervisor	ERYC Grade	3
Overall Purpose:			
➤ To provide general administrative duties for team with Customer services			

Principal Accountabilities	
1	Indexing and importing documents onto Information @ Work for Customer Relations
2	Downloading eforms and input onto the correct document storage system
3	Basic data input and interrogation onto Revenues and Benefits IT systems
4	Stationary requisitions and receipting
5	Ad hoc document scanning
6	Handling of correspondence for Customer relations
7	Monitoring of email inbox and scan/forward information to the relevant team for action
8	Issue letters to customers from specialist reports
9	To support Debt Management and Service Development in the above areas when required
10	<u>Process basic payments to non-residential care providers and send payment forms to residential providers in accordance with the Council's Payment periods, log their returns and chase any outstanding forms.</u>
*	In your role you are required to speak English with sufficient fluency to effectively perform your duties, as required by Section 77-84 of the Immigration Act 2016
	The above principal accountabilities are not exhaustive and may vary without changing the character of the job or level of responsibility.



Employee Specification

Post Title: Assessments Assistant – Level 1

ERYC Grade: 3

Essential Criteria

- Knowledge of dealing with sensitive information in an confidential manner
- Good communication skills
- Good level of educational attainment, i.e. GCSE grades A*, A, B, C in Mathematics and English or equivalent
- Good level of interpersonal skills (verbal and written) and core customer care
- Ability to work with as part of a small team under pressure to achieve set targets
- Tenacity, enthusiasm for the task and ability to embrace change
- Able to process high volumes of information at speed and with accuracy, working under pressure to achieve targets
- Ability to work with as part of a small team under pressure to achieve set targets

Desirable Criteria

- Knowledge of housing benefit, council tax support, welfare benefits and/or the Care Act/Adult Services
- Knowledge of all relevant legislation including Data Protection Act.
- Experience of practical knowledge of procedures of housing benefit, council tax support and Social care services
- Experience of dealing with the public