

BROXTOWE BOROUGH COUNCIL

JOB DESCRIPTION

Directorate:	DCEX - Deputy Chief Executives
Division:	Revenues, Benefits and Customer Services
Post No & Job Title:	F81– Quality and Control Officer
Grade:	Grade 5
Responsible to:	F117 – Quality & Control Manager
Job Objective:	To assist and support the Quality and Control Manager in dealing with all aspects of the recovery of Housing Benefit/Discretionary Housing Payment Overpayments and Sundry Debt invoices Post cash, process refunds, progress debt and carry out system reconciliations and prepare statistics. To assist in the testing of system changes and develop and maintain webpages and appropriate training packages.

Main Duties and Responsibilities:

1. Deal with all aspects of Sundry Debts and Housing Benefit Overpayments recovery, including explaining invoices, dealing with customer queries, office interviews, making and reviewing payment arrangements and liaising with other departments and outside agencies.
2. Decide on appropriate recovery action for outstanding Sundry Debt and Housing Benefit Overpayment invoices by liaising with other departments, passing debts to outside collection agents or the Council's Legal Section and tracing debtors if needed.
3. Identify and take appropriate action to deal with debts that require writing off and follow the Council's relevant procedure.
4. Set up Sundry Debts Direct Debit requests, including explaining the process, customer queries, processing mandates and action the Direct Debt Payment Runs.

5. Manage all aspects of Discretionary Housing Payment applications, including explaining the process, requesting additional information from applicant, dealing with queries, attending office interviews and preparing a submission along with a recommendation for the Officer's Panel to consider.
6. Manage payment runs for Housing Benefit and Discretionary Housing Payments including generating, checking and processing payments and liaising with relevant departments when needed.
7. Process all aspects of Revenues and Benefits pulled/returned/stopped BACS/cheques and special payments, including explaining the process, requesting additional information from applicant, dealing with queries, attending office interviews and liaising with relevant department and outside agencies.
8. Maintain and action changes to directorate webpages.
9. Provide advice and support to users of OPENBroxtowe with regards to their online accounts and deal with any queries as well as setting these accounts up.
10. Action the Council Tax Recall Direct Debit Reports and decide plus action the appropriate alternative recovery action.
11. Process Council Tax Direct Debit amendments and cancellations.
12. Assist/action with the timetabling and carry out required system reconciliations, integrity checks, prepare statistics and liaise with other departments if any issues.
13. Run reports and programs to ensure supervisors and staff have the facility to identify any problems in system operations and performance levels. Liaise with supervisors to resolve identified problems.
14. Process and transmit Council Tax and NNDR refunds to creditors systems.
15. Load and post daily cash files for Revenues and Sundry Debtor systems and liaise with other departments if any issues.
16. Maintain procedural guidance covering all aspects of Revenues and Benefits work.
17. Assist/action with the co-ordination and execution of release testing and system optimisation and development for appropriate systems. Whilst also

reporting system errors and guidance requests with the ICT division and the relevant system supplier's helpdesk and provide support to help rectify errors.

18. Liaise with supervisors and other employees to source and coordinate training and legislative guidance for staff.
19. Advise customers on the classification of overpayments and decide on the recovery of Housing Benefit overpayments.
20. Assist Year End and Rollover processes.
21. Adhere to the Council's policies, procedures, guidelines and framework as well as relevant regulations.
22. Carry out any other duties that are within the scope and grading of the post which could also be requested by the line manager or Head of Service.

DESIGNATED CAR USER

A designated car user status has not been attached to this post.

SPECIAL CONDITIONS

Duties may include attendance at evening meetings and/or work outside normal office hours.

RESTRICTIONS

This is not a politically restricted post.

This post is subject to exemption with reference to the Rehabilitation of Offenders Act 1974.

NOTE

The above job description sets out the main responsibilities of F14, F81, F119, F125 Quality & Control Officer but should not be regarded as an exhaustive list of the duties that may be required. As duties and responsibilities change and develop the job description will be reviewed and be subject to amendment in consultation with the post holder during the Personal Development Review process.

All employees are expected to maintain a high standard of service delivery and to uphold the Council's policies in accordance with equality and diversity standards, and health and safety standards, and to participate in training activities necessary to their job.