Chichester District Council

About The Vacancy

**Vacancy Details**

- **Post Title:** Benefits Customer Services Officer Scale 3 (temporary – 1 year)
- **Salary Points:** £17,891 to £19,939 per annum
- **Directorate:** Finance and Governance
- **Service:** Revenue Services
- **Section:** Benefits
- **Normal Location:** East Pallant House, East Pallant, Chichester

**Corporate Services**

The Revenues Division is part of the Finance and Governance Directorate led by the Head of Finance & Governance Services who has responsibility for Legal Services, Member Services, Electoral Registration, Finance, Revenues and Benefits, Audit, Procurement, Business Continuity and Health and Safety.

**The Work of the Revenues Section**

There are over 50 staff in the Revenues and Benefits Division. The Revenues and Benefits Division comprises a number of services including the billing and collection of council tax and business rates, administration of housing benefits and council tax reduction, recovery of corporate debt, system support, cashiering and office administration.

For administrative purposes the sections are divided into three areas – Benefits (Housing Benefit and Council Tax Reduction), Revenues (Council Tax and Business Rates) and Central Support (system support and office administration including cashiering). Each area is headed by a senior officer who in turn reports to the Benefits Manager.

**The Post and Postholder**

The postholder is required to deal with enquiries by telephone, responding to
correspondence and personal interview. The post reports directly to a Senior Benefits Officer who has responsibility for six members of staff.

The successful candidate will be both literate and numerate and have the ability to work as part of a team. Good communication, computer and customer skills are essential.

**Conditions of Employment**

**Generally**

The post is offered in accordance with nationally negotiated conditions of service with some local variations. The full conditions of employment will be detailed in the offer of appointment sent to the successful candidate.

**Location**

This post is based at the location shown at the beginning of this information sheet but the postholder may be required to work in the Arun District Council area or other places of work as required.

**Hours of Work**

The Flexitime Scheme gives more flexibility for staff to work outside of normal working hours where this is agreed with their service manager to better fit with the needs of their service. The scheme does not include set core hours.

Your working week will be 37 hours per week. Current Council business hours are 8.45 am to 5.10 pm Monday to Thursday and 8.45 am to 5.00 pm on a Friday. The period within which you may work (subject to your manager’s approval) are 7.00 am to 7.00 pm. All staff are required to take a minimum lunch break of half an hour during the working day. Whatever hours a staff member works, they must ensure that they have a break of at least 20 minutes after six hours work. All breaks are unpaid time.

Full details of the scheme are shown in the Council’s Intranet Staff Handbook or are available on request.

The Council reserves the right to modify or discontinue the flexitime scheme or to require you at any time to revert to standard hours if operational requirements necessitate change.

**9 Day Fortnight**

This scheme allows staff to choose to work nine working days instead of ten over a two week period as long the total number of hours worked over the fortnight meets their contractual working hours.

For example, where an employee is working a 37 hour week on a full time basis, this would be 74 hours at 8.22 hours for each of the nine days. The 'tenth' day, which would no longer be a working day, would be fixed as the same one each fortnight.

Participation within the scheme would only be agreed if it was operationally viable for the service and job involved and this would be subject to review. It would not form a contractual entitlement and could be withdrawn at a later date with proper notice given.
Pension

This post is pensionable and if you are appointed you will automatically be enrolled into the Local Government Pension Scheme as a member unless you make a positive decision to opt-out of the scheme. The scheme’s benefits include a pension, tax-free lump sum (applicable to staff who have pre 2008 LGPS service) and immediate death benefit cover.

The correct Pension Contribution Band for each employee is calculated based on the Contribution Rates table, which is revised annually. The table is tiered, with higher contribution rates for higher earning staff. Staff pay the rate applicable to them on the whole of their gross salary. If your salary rises during the course of the year into a higher Contribution Band then you would be required to pay the increased rate on all of your salary from that date. Where this situation applies following the backdating of a salary increase, the employee would be required to make backdated contributions at the higher rate.

Leave

The normal leave entitlement is as follows:-

<table>
<thead>
<tr>
<th>Salary Band</th>
<th>Days Off</th>
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</thead>
<tbody>
<tr>
<td>Up to and including Salary Point 28</td>
<td>25</td>
</tr>
<tr>
<td>Salary Point 29 to Salary Point 40</td>
<td>27</td>
</tr>
<tr>
<td>Salary Point 41 and above</td>
<td>30</td>
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</tbody>
</table>

Staff who have completed five years continuous service in local government are entitled to 30 days’ leave. **There are pro-rata arrangements for part-time employees and for new entrants who join the authority part-way through the leave year.**

If you have existing holiday commitments, we will do our best to honour them but this will not always be possible so please be sure to raise the issue with us at an early stage.

**The Council offices close for the Christmas week and you will be required to take 3 days of your leave to cover this**

Childcare Vouchers

The Council operates a Childcare Voucher Scheme. This scheme could save you up to 10% on National Insurance and Tax contributions. Further details can be obtained from the Personnel Section.

Probationary Period

Your appointment is subject to a probationary period of 26 weeks from the date of appointment. In certain circumstances this period may be extended by your Manager. During this period the Disciplinary Procedure (Probationary) is applicable.

Equality and Diversity

We believe in equality of opportunity for all. To reflect this, we have developed employment policies to make sure this goal is met.
The Council has acquired Positive About Disability accreditation and uses the 'two ticks' symbol when advertising jobs. This shows our positive commitment to employing and retaining people with disabilities and we have made specific commitments regarding this. These include the undertaking that any applicant with a disability is guaranteed an interview if they meet the essential job criteria for the job vacancy concerned.

Job applicants are selected solely for their ability in relation to the role. Along with the job application form, we ask applicants to fill in a recruitment monitoring form. This helps us to track groups that are under represented and take positive action if appropriate. The forms are kept by our Personnel department and are not made available to the selection panel. Council staff regularly receive Equalities training to ensure they follow equalities requirements.

**Criminal Records Disclosure - Rehabilitation of Offenders Act 1974**

This post is not exempt from the provisions of the Rehabilitation of Offenders Act 1974. Candidates are not therefore obliged to disclose “all” convictions. Please see the Council website pages Applying for a job for further information http://www.chichester.gov.uk/index.cfm?articleid=13197

**Asylum and Immigration Act 1996**

Any offer of appointment will be subject to a requirement for the successful candidate to produce original documents to demonstrate his or her right to live and work in the United Kingdom, as required by the Asylum and Immigration Act 1996. Further details of these requirements will be notified to the successful candidate.

**Qualifications**

Applicants invited for interview will be required to produce satisfactory evidence of their qualifications.