

Post: Revenues & Benefits Apprentice – Two Posts

- Salary/Grade: National Living Wage – from £4.20 to £7.83 per hour (age dependant)
- Fixed Term: 18 months
- Hours: 37 per week
- Location: NEDDC, District Council Offices, Mill Lane, Wingerworth, S42 6NG
- Closing Date: 13th January 2019
- Interview Date: 22nd January 2019

Would you like to learn new skills and join a friendly team, working in a busy and diverse environment?

If so we want to hear from you.

We are looking for two people that have enthusiasm, good communication skills and attention to detail. You will need to have an interest in supporting business operations, IT systems and working with a wide range of people. Due to the nature of the service, you will need to be aware of the importance of confidentiality and be able to use discretion when the time is right.

In return, you will receive training, the opportunity to gain qualifications and valuable experience to help you develop your career.

Contact Details

For an informal chat regarding these vacancies please do not hesitate to contact:

Andrew Gascoigne, Revenues & Benefits Manager on Tel (01246) 217105 or andrew.gascoigne@ne-derbyshire.gov.uk, or visit our office at Mill Lane, Wingerworth for a chat about these Apprenticeship posts.

Application Pack

If you are interested in this post please go to the Jobs page on the NEDDC website <http://jobs.derbyshire.gov.uk/northeastderbyshire/>

Alternatively, if you would like an application pack, please:

- Telephone the Contact Centre on 01246 217640
- Or email connectne@ne-derbyshire.gov.uk

Please return completed application form to HR & OD Shared Service, District Council Offices, 2013 Mill Lane, Wingerworth, Chesterfield, Derbyshire, S42 6NG by the advertised closing date.

We are striving for diversity and welcome applications from all sections of the community.

Job Description

Job title and post number	Revenues & Benefits Apprentice
Service Area and Directorate	<i>Revenues and Benefits – People Directorate</i>
Reports to	<i>Revenues Team Leader</i>
Direct reports	<i>N/A</i>
Grade	<i>Living Wage – Age based</i>
Salary range	<i>Living Wage – Age based</i>

Job purpose

To work as part of the Revenues & Benefits Team providing support to ensure excellent delivery of an effective Revenues & Benefits service.

Duties and responsibilities

1. Assist with data input into the Council's Revenues and Benefits Software system and other computerised systems
2. Deal with enquiries from members of the public by telephone, email and in person
3. To assist the Revenues Team members as and when required.
4. Undertake general administration duties.
5. To complete general support tasks including letters, photocopying and collating documentation, mail and meeting arrangements.
6. Collating of the Revenues Section's performance information
7. To carry out any other relevant duties as determined by Revenues Team Leaders.

Working conditions

The post is based in a standard office environment.

Physical requirements

The post is based in a standard office environment and the duties are of a sedentary nature.

Corporate Duties and Responsibilities

To familiarise yourself with the principles of, and key Council documents and policies relating to:

- Health and Safety at Work.
- Equality and Diversity.
- Data Protection (Employees must at all times abide by the principles of the Data Protection Act 1998 and guidance provided by the Council in the form of policies and procedures).
- Customer Service.
- Community Safety (Section 17 of the Crime and Disorder Act requires the Authority and individual employees to consider how community safety can be improved when the functions of the Authority are exercised).
- Safeguarding Vulnerable Adults
- Child Protection Policy.
- Risk Management.

This job description sets out a summary of the key features of the role. It is not intended to be exhaustive and will be subject to review (on an annual basis).

Any other duties commensurate with the grade as determined by management.

Any job description provided to you by the Council will not form part of your contract of employment.

Approved by:	<i>A. Gascoigne</i>
Date approved:	<i>20/11/2018</i>
Reviewed:	

PERSON SPECIFICATION

Post Title: Revenues Apprentice	Section: Revenues		
Directorate: People			
Knowledge (Essential)	AM	(Desirable)	AM
<ul style="list-style-type: none"> Office systems and processes 	a & i		
Qualifications			
<ul style="list-style-type: none"> 4 GCSEs or equivalent – including English and Maths Grade C and above. 	a, i & c		
Experience			
<ul style="list-style-type: none"> Working in a team 	a & i	<ul style="list-style-type: none"> Previous work experience in an administrative environment 	
Skills			
<ul style="list-style-type: none"> Oral and written communication skills Good attention to detail and accuracy The ability to work effectively with others IT skills such as emails, use of internet, spreadsheets 	a & i		
Other Requirements:			
<ul style="list-style-type: none"> Awareness of the need for confidentiality Awareness of the need to be tactful Interest in developing your own skills and experience 	a & i		

Key to Assessment Methods (AM); (a) application form, (i) interview, (p) presentation, certificate check (c) (o) others

Equality Act 2010

The ways in which a disabled person meets the criteria for a post must be assessed as they would be after any reasonable adjustments required had been made. In accordance with the Equality Act, candidates will be asked if they have any specific requirements relating to the selections process.

Schedule 9 Part 1.1(1) of the Equality Act also permits targeted recruitment on grounds of Genuine Occupational Requirement.

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Date approved:	<i>20.11.2018</i>
Reviewed:	