



ROLE PROFILE

Role Title: Revenues & Benefits Systems & Compliance Support Officer

Service: Revenues & Benefits

Directorate: Finance and Corporate Resources

Accountable to: Revenues & Benefits Service Specialist

Grade: Scale 6

Car Category: Casual

Work Style: Flexible Office Based Worker

Purpose of role

- To provide essential support to the Systems & Compliance function by assisting with the smooth operation of key business systems, contributing to user acceptance testing (UAT)
- Producing high quality documentation to support system processes.
- To ensure Revenues & Benefits officers can confidently use existing and new system functionality by developing work instructions, training materials, and guidance.

Key Objectives

1	Support the planning and delivery of UAT for system updates, enhancements, and new functionality
2	Ensure UAT plans are appropriate, carry out test scripts, record outcomes, and identify defects or inconsistencies. Ensure issues are logged, tracked and resolved



3	Collate feedback from service users/customers to help identify system improvements to enhance the user and customer experience.
4	Produce & maintain accurate, user-friendly work instructions and process guides for system users.
5	Update existing documentation to reflect changes in processes or system functionality.
6	Ensure all materials are version controlled, accessible, and aligned with organisational standards.
7	Ensure all service documentation is regularly reviewed and updated following any legislative updates.
8	Ensure webpages are regularly reviewed and updated where necessary to make information accessible to members of the public.
9	Develop training plans and supporting materials for new starters and existing staff, this includes following any changes to legislation.
10	Deliver basic system training sessions or demonstrations as required. Gathering feedback from users to improve training content and identify areas where additional support is needed.
11	Contribute to the identification, development and implementation of digital transformation projects within the service. To develop and roll out training plans and work instructions for service users.
12	To support system upgrades and Year End/annual billing process which will include out of hours and weekend support as and when required to ensure the successful delivery of a critical statutory function.



Scope

This role plays a key supporting part in the organisations digital transformation by helping to identify, develop and ensure that system changes are well tested, clearly documented, and successfully adopted by staff and customers. The postholder is responsible for producing accurate work instructions, carrying out user acceptance testing to confirm that new or updated system features meet operational and compliance requirements, and assisting with clear communication of changes across the service. By maintaining high quality documentation, identifying issues early, and supporting smooth rollout of improvements, the role contributes directly to the successful delivery of digital initiatives and the continuous enhancement of user experience.

Work Profile

1. Strategy

The postholder is a member of the Revenues & Benefits service and as such, will contribute to the delivery of the team's objectives which will support the wider Corporate Plan.

2. Performance

The postholder will process all work in compliance with relevant regulation, best practice and within relevant internal performance targets.

3. Service Quality

The post holder will be aware of and to comply with all the policies and procedures of the Revenues and Benefits Service.

To acquire a full understanding of the duties and the responsibilities contained within relevant Regulations, appropriate guidance and best practice and to keep that knowledge up to date.

To process all work in compliance with relevant regulation, best practice and within relevant internal and external performance targets.

To read and interpret all existing and changes to relevant legislation and good practice and to arrange provision of any necessary training, changes to IT and to any operational procedures.



4. Resource Management

The post holder will ensure the appropriate use of vehicles, equipment and personal protective equipment provided to them, in order to undertake their own role.

5. Supervision and Management

The post holder has no line management responsibilities.

6. Culture

The post holder will support the development of a positive organisational culture that is outward looking, evidence based and customer focused.

The post holder will promote equality of opportunity in the delivery of the duties of the role.

7. Communications

The post holder will be expected to communicate professionally and effectively with those contacting the service.

The post holder will be expected to support the Revenues & Benefits Systems & Compliance Lead Officer to translate technical changes into clear, accessible guidance for colleagues, and work collaboratively across teams to support smooth service delivery.

8. Main Contacts Associated with Principal Duties

The main day to day contacts for the post holder will be their immediate team, service and team managers, as well as colleagues at all levels across Corporate & Customer Services and customers. They may also handle calls and written contact from other parties and external organisations including private landlords and Housing Associations.

9. Commitment

The Council's normal working week for the purposes of calculation of premium rates and enhancements is Monday to Friday 7 am to 7 pm. The Council operates a standard working week of 36 hours.



The post holder will need to be available for weekend/out of hours working which may include bank holidays to reflect the potential changing demands of the service.

10. Risk Management

The post holder will identify any risks that they encounter during the execution of their role and report these to their line manager promptly.

They will evaluate the effectiveness of the Council's operations and systems in managing risks to the achievement of objectives.

11. Working conditions

The post is categorised as a Flexible Office Based Worker.

The post holder may be in contact with members of the public or cases that are difficult and require sensitivity, confidentiality and discretion. They may also be in receipt of sensitive data and information in the course of carrying out their duties and will be expected to fully comply with legal requirements and Council policy, in the handling of this.

12. Equal Opportunities

The Council is committed to achieving equality of opportunity both in the delivery of services to the community and its employment arrangements. We expect all employees to understand and promote our policies in their work.

13. Customer Focus

The postholder is expected to meet the Council's Standards of Customer Care at all times.

14. Core Tasks

The postholder is expected to undertake any other duties which may be required within the needs of the service that are commensurate with the grade.

15. Health & Safety

All employees have a responsibility for their own health & safety and that of others while undertaking their duties. Employees have a general duty to assist the Council in implementing its general statement on health & safety policy.



16. Legislation

The postholder is expected to comply with Data Protection legislation and all other relevant and applicable statutory legislation together with Council policies and procedures.

17. Training & Development

The postholder is expected to comply with the Council's policies and practices relating to training and development, including a regular development appraisal.

18. I.T.

The post holder is expected to comply with the Council's policies and practices relating to use of I.T. and equipment.

19. Creativity

The post holder will apply creative thinking to identify new approaches to make improvements and develop solutions that enhance efficiency and service quality for internal service users across the council and customers.

20. Decisions and Consequences

The post holder will usually carry out allocated tasks and duties under the supervision of their line manager.

21. Work Context

The above duties and responsibilities do not include or define all tasks, which may be required to be undertaken by the post holder. The duties and responsibilities may vary without changing the general character of the duties or the level of responsibility entailed. These factors are reflected in the grading of the post.

22. Physical Demands

It is not anticipated that there would be any physical demands of the job over and above those expected for office-based work.



23. Environmental Improvement

The Council is committed to improving the environment, including climate change, both within the council through its delivery of services and management of sites and in the borough through its influence. We expect all employees to understand and enact positive environmental change within their role.



PERSON SPECIFICATION

In this section the Skills, Knowledge, Qualification and Competency requirements to perform the role to a satisfactory standard are set out. The extent, nature and level of the role holder's knowledge and skills should be specified.

PERSON SPECIFICATION	Examples specific to role	Required		Method of Assessment Application (A) Interview (I), Testing (T), Reference (R)
		Essential	Desirable	
SKILLS AND KNOWLEDGE Technical knowledge and qualifications	Knowledge & experience of working within a Revenues and Benefits service	X		A, I
	Possess a detailed knowledge of the Northgate Revenues and Benefits and Civica EDM systems	X		A, I
	Have detailed working knowledge of the current Council Tax, NNDR, Housing & Council Tax Support legislation, guidance and policy	X		A, I
	Experience of producing written materials such as guides, notes, or instructions	X		A, I, T
	Experience of supporting colleagues or customers with system or process queries	X		A, I
	Experience of software testing activities	X		A, I
	Experience of creating training materials or delivering basic training sessions	X		A, I, T



	Strong attention to detail, particularly when following test scripts or documenting processes	X		A, I, T
	Clear and concise written communication skills, with the ability to produce user friendly guidance	X		A, I, T
	Good verbal communication skills and confidence supporting system users	X		A, I
	Ability to follow structured processes and work to defined standards	X		A, I
	Competent in using spreadsheets, documents, and digital tools to record, analyse, and present information	X		A, I
	Ability to create and maintain training plans	X		A, I
	Ability to manage workload, prioritise tasks, and meet deadlines	X		A, I
	Problem solving skills with the ability to identify issues and escalate appropriately	X		A, I
	Ability to design training resources	X		A, I
	Ability to interpret data and produce reports	X		A, I



	Customer focused approach with a helpful and supportive attitude	X		A, I
Planning and organising work	Excellent organisational skills	X		A, I
	Excellent administration skills with a high level of attention to detail	X		A, I, T
	Ability to work under pressure and meet multiple deadlines	X		A, I
	Ability to handle sensitive & confidential information	X		A, I
Planning capacity and resources	Able to work flexibly including working outside normal hours at busy periods	X		A, I
	Ability to plan workloads to support projects & deliverables	X		A, I
Influencing and interpersonal skills	Ability to communicate effectively both orally and in writing, adapting explanations to suit technical and non-technical audiences	X		A, I, T
	Customer care / good interpersonal skills	X		A, I
	Ability to work as part of a team with a flexible approach	X		A, I
	Encourages good practice by providing clear work instructions and supporting users through system changes	X		A, I
	A professional and courteous disposition, with the ability to remain calm under pressure	X		A, I



PROBLEM-SOLVING Using initiative to overcome problems	Enthusiastic and positive attitude	X		A, I
	Able to contribute constructive ideas for improvements	X		A, I
	Supports the investigation of system or process problems by documenting findings and escalating where needed	X		A, I
Managing risk	Able to identify and report any risks encountered during the execution of the role	X		A, I
	Maintains careful attention to detail to reduce the likelihood of mistakes or service disruption	X		A, I
Managing change	Able to handle change with a resilient and positive attitude	X		A, I
	Supports the implementation of system updates by carrying out UAT, documenting outcomes, and preparing clear user guidance	X		A, I
	Adapts positively to new processes, technologies, and ways of working	X		A, I
	Ability to support service users and officers to understand changes by producing accessible instructions and communications	X		A, I
ACCOUNTABILITY and RESPONSIBILITY Undertakes tasks without supervision	Able to work well under supervision	X		A, I
	Takes responsibility for completing allocated tasks accurately and on time	X		A, I



	Commitment to Equality	X		A, I
	Commitment to Health & Safety	X		A, I
	Satisfactory Baseline Personnel Security Standard Check	X		Document Checks (includes Basic DBS)
	The ability to fulfil all spoken aspects of the role with confidence through the medium of English language. This includes the ability to converse with ease with customers and colleagues and provide advice in accurate spoken English.	X		I
	Full Driving Licence and access to vehicle	X		A
	Commitment to Environment	X		A, I

COMPETENCIES REQUIRED – All post holders must be able to comply with the Council's Expected Behavioural Standards which include:

- Putting customers first;
- Being positive and adaptable;
- Taking responsibility and achieving results;
- Working together;
- We do what we say we will do when we say we will do it.

In addition, for those posts with management responsibilities the Expected Behavioural Standards will include:

- Service delivery and change management;
- Financial and resource management;
- Leading, motivating and developing.

Other information

- able to travel to meet service delivery requirements
- available to undertake work outside of normal working hours

Signed Line Manager	Signed Head of Service	



Print Line Manager	Print Head of Service	Date