



Revenues & Benefits Officer Career Pathway

Vacancy Information Pack

Advert Details

Job Title: Revenues and Benefits Officer (Career Pathway)
Location: Russell House, Rhyl / Remote Working
Salary: Career Pathway, Grades 3 - 6 (£25,185 - £33,699 per annum)
Hours: 37 per week
Contract: Permanent

If you would like to discuss any aspect of this post, please contact Kerri Cooper, Revenues and Benefits Team Manager on 01824 708347.

Recruitment timeline	
Closing date:	22 nd August 2025
Interview date:	w/c 8 th September 2025
Start date:	As soon as practical

How to Apply

To apply for this exciting vacancy, please complete our online application form via the website: www.denbighshire.gov.uk/work-for-us

Please outline on your application form how you meet all the essential criteria for this position within your supporting statement.

For alternative methods of applying please contact HR on 01824 706200.

Candidates must complete our application form to be considered. We regret that we are unable to reply to all applications. If you have not received a reply within three weeks of the closing date, you must assume that you have not been short listed for interview.

Equalities

Denbighshire County Council is a Disability Confident Employer and is committed to Equal Opportunities and Welsh Language Standards. We welcome applications made in the Welsh Language. Any applications made in the Welsh Language will not be treated less favourably than any submitted in English.



Candidate information

About you

The Revenues and Benefits teams process Housing Benefit and Council Tax Reduction claims, as well as claims where people are struggling to pay their rent. We issue over 46,000 Council Tax bills annually and receive an average of 200 calls per day into the department. We collect over £100m annually which is vital to deliver local services.

We are looking for an enthusiastic and motivated individual who is interested in gaining skills, knowledge and qualifications in a busy, customer focused role.

We will support you through your training and assist you in gaining the knowledge and qualifications required for the post.

What is a Career Pathway?

A Career Pathway is a development plan for an employee to progress in their career. Employees on a career pathway are supported to develop their knowledge, skills, experience and potentially gain qualifications to progress in their career in a specific area.

Career Pathways have an entry level job description which will have a lower salary, and an end level job description which will have a higher salary. A development plan is set out which clearly shows the skills, experiences, knowledge and qualifications that are needed in order to progress through the grades until you reach the end level higher salary job description.

After the job descriptions in this pack, there is a table which shows the relevant criteria for each salary grade within the Pathway. Make sure you clearly set out in the supporting statement of your application how you meet the criteria for the Grade you're applying for.

Staff benefits

We believe the hard work and commitment of our staff should be properly rewarded, so we offer a range of benefits to help our employees achieve a work/life balance, develop in their career, and we support them in their work.

- Flexible and agile working opportunities
- Generous annual leave entitlement starting at 26 days (plus bank holidays) rising with length of service to a total of 32 days
- Local Government Pension Scheme
- Focus on Employee Wellbeing and access to EAP (Employee Assistance Programme)
- Lifestyle Savings via DCC Rewards Direct (high street shopping, holidays, days out etc)
- Car salary sacrifice scheme and car leasing scheme
- Family friendly policies

To view the full list of benefits we offer, please visit our website:

www.denbighshire.gov.uk/pay-and-benefits

Job Description

Job Title: Revenues & Benefits Officer
Grade: Grade 6
Service: Finance and Audit
Service Area: Revenues & Benefits
Responsible to: Revenues & Benefits Team Manager
Job ID Number: 04277

Welsh Language Category

Welsh language skills are desirable – level 2.

[Welsh Language Levels](#)

Job Purpose

To ensure the efficient and accurate assessment of benefit claims. The collection and enforcement of revenues income including Council Tax, Sundry Debts, National Non Domestic Rates and Housing Benefit Overpayments.

Principle Accountabilities and Responsibilities

Ensure all Council Tax, Sundry Debtor, NNDR rates liabilities are correctly and accurately determined within the statutory requirements and that all relevant reliefs, discounts and exemptions are applied correctly with bills being issued on a regular basis. Assist in the processing and administration of all the Revenues functions.

Undertake the accurate financial assessment of Housing Benefit, Council Tax reduction, Discretionary Housing Payments and various other benefit payments based on information from the customer via application or telephone interview. Ensuring the public purse is protected by accurately awarding what is eligible.

Attend Magistrate Courts, representing Denbighshire to assist with attendees. Preparing the evidence to present to the Magistrates.

Be aware and maintain knowledge of complex and regularly changing legislation, regulations and guidance. Ensure best practice in all areas of Benefit processes, changing NNDR reliefs and Council Tax legislation.

Develop and implement new processes within the service. Including process mapping, system testing, and online application design and testing. Briefing the wider team on new processes and ensuring processes are documented and meet audit and legislative requirements.

Assist management with providing statistical information, including data for FOI requests and Welsh Government returns.

To administer and control the production of invoices on a daily basis and ensuring the invoices are reconciled to the system. Ensuring that all pro-forma invoices are accounted for from the client directorates. Ensure that all invoices, credit and debit notes are promptly dispatched to the client directorates on a daily basis. Liaising with the Property Inspectors to ensure the issue and visiting of all inspections are processed to the VOA.

Issue of reminders/finals/summons, liability orders, attachment of benefit and earnings, and debtor tracing exercises using credit reference systems. Issue liability orders to Enforcement Agents. Instruct/ monitor the activities of the Enforcement Agents and other external agencies and liaise with such organisations in regard to actions concerning specific debtors.

Continually review the arrears of all debts and debt types and determine which cases need to be referred for follow-up action. Assist in the maintenance and testing of the Revenues and Benefits software.

To enact and initiate recovery action on all the client accounts of the Directorates, and assess which accounts will be pursued by the Collection Agents and through the County Court. Prepare cases for the issue of Statutory Demand Notices, and Charging Orders through the County Court.

Assist in the preparation of various statistical returns and reports including the write off reports and ensure the financial controls are maintained.

To conduct investigations as part of the National Fraud Initiative. Investigating Single Person Discount Fraud, Housing Benefit Fraud and Council Tax Reduction Fraud. Liaising with DWP Fraud Team where appropriate and assisting them with larger investigations

The assessment of Discretionary Schemes where scrutiny and independent judgement and case by case decision making is required whilst working within the legislation as well as Council's policies and procedures.

Resources/Equipment/Material

CIS DWP access token.

Knowledge, Skills, Training and Experience

- The post holder must have attained 5 GCSE's or equivalent, one of which must be English or Welsh.
- They should be numerate, computer literate and an articulate communicator at all levels both orally and in writing.
- The ability to interpret often complex legislation.
- The ability to make good judgements based on evidence and logical thinking.
- Resilience and the ability to deal with difficult conversations is required as well as a

customer orientated approach.

- Excellent interpersonal skills, a team player and able to work well under pressure in a busy team.
- Confidentiality is essential for this post and the post holder is expected to maintain this, working within the DPA.

Special working conditions

The post holder must be resilient as the role will involve handling challenging conversations, having discussions around sensitive topics and supporting vulnerable customers.

Employment Checks / Specific Requirements

All new starters are required to undergo our standard safer recruitment checks; DBS clearance, 2 satisfactory references covering 3 years employment, evidence of essential qualifications, evidence of Right to Work in the UK.

Denbighshire County Council recognises its obligations to safeguard children and adults together with preventing slavery and human trafficking and will do all in its power to prevent slavery and human trafficking within its business. Modern slavery can take many forms including the trafficking of people, forced labour, servitude and slavery.

Safeguarding is everyone's business and all Denbighshire employees are required to work in accordance with the Council's Child / Adult Safeguarding policies and procedures and have a duty to report any concerns which may be noted during the course of their duties and are asked to be alert to the signs of exploitation. Concerns should be raised via their Designated Safeguarding Manager in order that the Council can take prompt action when exploitation is identified.

Vision / Context

This post has been created to enable the Authority to deliver a quality revenues and benefits service to its customers ensuring their needs are fully met and to reflect the sensitivity involved in the manner and style in which debt recovery is affected in this front line service as well as benefits assessments and payments.

This service is essential for the financial resilience of Denbighshire, protecting the public purse and ensuring customers, many vulnerable receive payments essential to their well-being.

Career Pathway

These roles are part of a Career Pathway, meaning we are able to consider applicants who perhaps do not meet all the criteria of a fully qualified and experienced Revenues & Benefits Officer.

Applicants meeting all the criteria set out in the highest graded role will be given priority consideration for interview. However, we also welcome applications from those meeting the criteria in the lower grades.

The successful candidates will be supported to progress through the grades until they are suitably qualified and experienced, and will be paid according to the criteria they meet

Once in post, the post-holder will progress through the grades as they develop their skills, knowledge, abilities and gain qualifications, in line with the Career Pathway.				
	Grade 3	Grade 4	Grade 5	Grade 6
	Administration Officer – Level 2 (ID 1272)	Revenues and Benefits Officer - Trainee	Revenues and Benefits Officer - Trainee	Revenues & Benefits Officer (ID 04277)
Qualifications	5 GCSE's grades A – C or equivalent. Willingness to study for the IRRV Technician qualification.	Attainment or studying for the IRRV Technician qualification.	Attainment or studying for the IRRV Technician qualification.	IRRV Technician qualification. Evidence of continuing professional development (CPD).

<p>Relevant Experience</p>	<p>Willingness to undertake work based training.</p> <p>Good written and verbal communication skills.</p> <p>Experience of working in an admin / clerical / finance environment.</p>	<p>Willingness to undertake work based training.</p> <p>Good written and verbal communication skills.</p> <p>Carry out basic duties with minimal supervision.</p> <p>Experience of working within a revenues and benefits environment.</p>	<p>Good written and verbal communication skills.</p> <p>A range of relevant experience in a revenues and benefit role.</p> <p>Knowledge and application of all legislation that underpins the revenues and benefits service.</p>	<p>Excellent written and verbal communication skills.</p> <p>A range of relevant experience in a similar role. Including Court or Valuation Tribunal hearings, administering discretionary payment schemes and managing appeals and complaint responses.</p> <p>Experience of managing or leading projects.</p>
<p>Knowledge and Skills</p>	<p>Basic understanding of literacy and numeracy.</p> <p>ICT skills including proficient with Microsoft packages.</p> <p>Good organisation and time-keeping skills.</p>	<p>A good understanding of the revenues and benefits function.</p> <p>Proficient in computer literacy and use of ICT software.</p> <p>Proficient in the use of Academy and EDRMS.</p> <p>Knowledge of the legislation that forms the basis of the revenues and benefits service.</p>	<p>An excellent understanding of the revenues and benefits function.</p> <p>Proficient in computer literacy and use of ICT software with minimal supervision.</p> <p>Proficient in the use of Academy and EDRMS.</p> <p>Ability to handle difficult conversations, negotiate and communicate professionally to customers verbally and in writing.</p>	<p>Significant experience and understanding of the revenues and benefits function.</p> <p>Proficient in computer literacy and use of ICT software with no supervision.</p> <p>Proficient in the use of Academy and EDRMS to allow testing of new releases and as part of projects.</p>

			<p>Good knowledge of the legislation that forms the basis of the revenues and benefits service.</p>	<p>Ability to handle difficult conversations, negotiate and communicate professionally to customers verbally and in writing.</p> <p>Excellent knowledge of legislation that forms the basis of the revenues and benefits service.</p> <p>Dealing with complaints to support managers.</p> <p>Experience in interpreting legislation and cascading to team members, other services and customers.</p> <p>Ability and experience of making independent decisions on discretionary processes based on evidence, reasonableness and budget management.</p>
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<p>Personal Qualities</p>	<p>Ability to work within a team.</p> <p>Good communication and organisation skills.</p> <p>Ability to listen and follow instructions.</p>	<p>Ability to work as part of a team.</p> <p>Good communication and organisation skills.</p> <p>Experience in following legislation and instructions relevant to the role.</p>	<p>Ability to work as part of a team.</p> <p>Good communication and organisation skills.</p> <p>Ability to manage personal workload.</p> <p>Experience and ability to prioritise work tasks.</p> <p>Demonstrate flexibility in tasks carried out during working day.</p> <p>Evidence and experience of demonstrating personal resilience and assertiveness when dealing with customers.</p>	<p>Ability to work autonomously and take ownership of work and decisions.</p> <p>Ability to communicate diplomatically and effectively with Members, customers, colleagues and any third party in a professional and technical capacity.</p> <p>Ability to manage personal workload, work under pressure and to deadlines.</p> <p>Evidence and experience of demonstrating personal resilience and assertiveness when dealing with customers.</p>
<p>Any Other Requirements</p>	<p>Empathy with the Welsh language and culture.</p> <p>Be able to travel to different council locations.</p> <p>This role can involve managing difficult conversations with customers, therefore an excellent telephone manner and evidence of personal resilience is an important aspect of this role.</p>			

Evidence Sources:

Evidence will be sought from these sources to support the progression through the Career Grades; 121 records / Personal Development Plans / Management feedback / performance management stats / QA

Performance:

Poor attendance at work (employees being managed within the Attendance at Work Procedure) / A disciplinary sanction or Management Advice notices will have a detrimental impact on progression through the Career Grades.

Progression:

In order to progress through the Career Pathway employees will need to ensure that they meet the required qualification standards and produce evidence as per the above.

It is expected that employees will progress through the Career Pathway should they demonstrate they meet the criteria, and be expected to access all available support to enhance their learning experience and maximise their potential. There is some discretion and flexibility here but a reasonable timeframe is still expected.

Applications for progression between pathway stages must be done using the Career Path Progression Form. Appointments can be made within the Career Pathways structure in line with above requirements. Applications have to be supported by immediate Line Manager statement in addition to employee's evidence.



**Thank you for
your interest**

Denbighshire County Council

Website: www.denbighshire.gov.uk

Facebook: [DenbighshireCountyCouncil](https://www.facebook.com/DenbighshireCountyCouncil)

X: [@DenbighshireCC](https://twitter.com/DenbighshireCC)

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