



Job Description

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St. Helens Council

Post:	Customer Services Officer
Department:	Corporate Services
Grade:	SCP 22-25
Responsible to:	Senior Customer Services Officer
Purpose of the Post:	To provide a courteous, prompt and efficient enquiry service for Revenues and Benefits.

Duties and Responsibilities:

1. Deal with enquires from members of the public, businesses and other agencies either in person, by telephone or home visit.
2. To interview members of the public when a private interview is required or requested.
3. When dealing with enquiries, liaise with other members of the Division and other Council Departments or outside agencies where appropriate.
4. Provide service users with detailed information and advice about Council Tax, Housing Benefit and our Council Tax Reduction Scheme.
5. Provide general advice about both means tested and non-means tested benefits.
6. Promote Welfare Benefit to customers who may be entitled to extra benefit in addition to our own Housing Benefit/Council Tax Reduction to eliminate poverty and maximise take up of benefit through take-up events working alongside our partners.
7. When required, provide assistance to the Revenues and Benefits Sections.
8. Ensure that the reception area is maintained in an orderly state, including the display of posters, leaflets and information materials.
9. Assist in training of new and existing staff.
10. Undertake general administrative and clerical work in support of the Customer Relationship Manager, the Corporate Contact Centre Manager, and the Senior Customer Services Officers.



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11. To comply with the Council's Health and Safety Policy and associated safe working procedures and guidelines.
12. To comply with the Council's Comprehensive Equality Policy and to ensure that it is implemented within the service area of the post.
13. To comply with the Council's Information Management Framework (including Data Protection Policy, Code of Practice and Social Media Policy).

This post is not subject to Disclosure.

This post is not Politically Restricted in accordance with the Local Government and Housing Act 1989 (as amended).

The details contained within this job description reflect the content of the job at the date it was prepared. However, it is inevitable that over time, the nature of the job may change. Existing duties may no longer be required and other duties may be gained without changing the general nature of the post or the level of responsibility entailed. Consequently, the Council will expect to revise this job description from time to time and will consult the post holder/s at the appropriate time.

Date Prepared: April 2014

Date Updated: October 2016

Date updated: Jan 18