

# JOB DESCRIPTION



**Effective Date: February 2026**

**Location: Swale**

**Job Title: Revenues & Benefits Customer Service Advisor**

**Grade: 4**

**Responsible to: Revenues & Benefits Customer Service Team Leader**

**No. of Staff Responsible For: 0**

## **PURPOSE OF JOB**

To provide an effective and quality service to customers of Swale Borough Council and be the first point of contact for service enquiries.

Customer Services is the first point of contact for customers contacting the council via telephone and face to face at Swale House and Sheppey Gateway, as well as electronic enquiries.

The Revenues & Benefits Customer Service Advisors are responsible for understanding Revenues and Benefits to assist in making decisions on behalf of back-office services and does not include assessing or claims processing. They are also expected to have an ability to handle enquiries relating to additional services handled by the wider Customer Services team.

## **MAIN ACCOUNTABILITIES**

- To answer all enquiries/calls on all services in a timely manner, always ensuring high levels of customer care and aiming to deal with 80% of enquiries to full resolution
- The ability to vary communication style based upon the method of contact, this includes front line counters, telephone and electronic communication
- To interpret queries/problems that are generated by enquiries from customers in order to generate solutions to meet their needs, successfully track action, relay complex information, feedback on resolution
- To ensure confidentiality of all evidence/information held on all systems accessed
- Ensuring customer data is up to date, this includes correct spellings of names, adding first names to accounts/profiles, email addresses and telephone numbers
- Through active listening and conversation have an awareness of other support and benefits/assistance that customers may be entitled to and signposting customers as appropriate
- Responsibility for recognising signs of fraudulent claims, understand what key information should be recorded and following the correct referral process
- To apply operating standards when responding to each enquiry and to follow the Authority's complaints procedure when appropriate
- Promote and encourage self service and online services, including ebilling and council wide notifications, whilst recognising vulnerability and where there may be the need to support residents through their enquiry
- To re-route enquiries to the appropriate contact when unable to resolve a customer query
- To contribute to continual improvements in customer care by embracing all new IT and systems developments and by giving regular feed-back
- To share service knowledge with others across the team
  
- As a customer focused role, be able to communicate with our customers at the agreed level
- Commitment to the Council's Strategic Plan
- To undertake any training and development as required
- To comply fully with the Council's Equal Opportunity Policy
- To comply fully with the Council's Health and Safety at Work Policy
- To assist as required in the Council's Emergency Plan
- To comply fully with the Council's IT Security Policy
- To undertake other duties commensurate with the grade of the post

## **Revenues & Benefits Service specific**

- Setting up Council Tax arrangements and payment plans for customers
- Reprofile Council Tax accounts to ensure instalments are correct
- Make changes to customers payment method and instalment due dates as well as taking payments and signposting to self service
- Set up direct debits
- Send copy bills on request
- Log and record moves in and out of the borough on the prescribed form(s) which will generate an automated message for the back office to action
- Responsibility for suspending & cancelling benefit claims without referring to the back office
- To update and maintain the Council Tax/Benefits system in accordance with changes reported by customers as appropriate and within the agreed service levels
- To request further evidence/information from customers as required in support of claims for Housing Benefits and council tax support (CTS) as well as for Council Tax
- To assist those who may be vulnerable to either make a claim or application using online forms or making claims for CTS over the phone for those in receipt of Universal Credit
- Signpost customers online for discounts, exemptions, and benefits calculator and for other self-service options

# PERSON SPECIFICATION



## Revenues & Benefits Customer Service Advisor

Attributes:		Essential/ Desirable	Assessed By
Education, Training and Knowledge	Educated to GCSE standard at Grade C/4 including Maths and English or an equivalent qualification such as an NVQ level 2 in a suitable subject area like Business and Finance Administration or Customer Services	Essential	Application /Interview
	As this is a customer focused role the ability to converse at ease with customers, adapting communication style to suit differing audiences and provide advice in accurate spoken English is essential. The ability to communicate clearly and effectively is essential to the role.	Essential	Application /Interview
	To interpret the nature and complexity of the customer enquiry in order determine the right course of action through effective listening and questioning skills.	Essential	Application /Interview
	To have the understanding and ability of the interpretation of benefits and council tax rules and legislation.	Essential	Application /Interview
	Ability to recognise and handle sensitive and confidential information and be able to deal sensitively with distressed, agitated, confused or irate customers	Essential	Application /Interview
	Accurate keyboard and proficient computer skills in data entry with the ability to operate telephone equipment effectively at the same time.	Essential	Application /Interview
	IT literate with knowledge and experience of MS Office (Word, Excel and Outlook)	Essential	Application /Interview
	Knowledge and understanding of the importance of Data Protection	Essential	Application
Experience	Some experience of providing a customer focused front-line enquiry service via the telephone, face to face and using all electronic communications with the ability to adapt communication styles accordingly	Essential	Application /Interview
	Knowledge and experience of working in a council tax and housing benefits role	Essential	Application

	Ability to recognise and handle sensitive and confidential information	Essential	Application /Interview
	Experience of dealing with complex customer issues including complaints which have a significant impact on a customer's welfare and knowing when to escalate via a formal process	Essential	Application /Interview
	Self motivated, able to work with minimal supervision but also a team player	Essential	Application /Interview
	Effective communication skills, both written and verbal with a polite, efficient and courteous manner. Able to deal sensitively with distressed, agitated, confused or irate customers	Essential	Application /Interview
	Capable and confident of working on own initiative with minimal supervision as well as being a team player to achieve common objectives	Essential	Application /Interview

### COMPETENCY PROFILE

Honest	<ul style="list-style-type: none"> <li>• Truthful and takes responsibility</li> <li>• Act with integrity and keep commitments</li> <li>• Build trust through fairness and transparency</li> </ul>
Empathetic	<ul style="list-style-type: none"> <li>• Listen actively and with care</li> <li>• Respond with compassion</li> <li>• Create a supportive environment for all</li> </ul>
Adaptable	<ul style="list-style-type: none"> <li>• Stay open to change</li> <li>• Learn from challenges</li> <li>• Adjust with a positive mindset</li> </ul>
Respectful	<ul style="list-style-type: none"> <li>• Treat everyone with fairness and dignity</li> <li>• Listen to diverse perspectives</li> <li>• Create an environment where all voices are heard</li> </ul>
Together	<ul style="list-style-type: none"> <li>• Works collaboratively for shared goals</li> <li>• Support one another effectively</li> <li>• Build strong, trusting relationships</li> </ul>