



<b>Job description</b>	
<b>Job title</b>	Apprentice Revenues / Benefits Officer
<b>Grade</b>	Apprenticeship – Pay Band B
<b>Directorate</b>	Resources
<b>Section/team</b>	Revenues / Benefits
<b>Accountable to</b>	Revenues and Benefits Manager
<b>Responsible for</b>	N/A
<b>Date reviewed</b>	May 2022

### **Purpose of the Job**

To take a proactive, mature approach to the completion of their designated Apprenticeship Framework.

To be an ambassador for Apprenticeships in Knowsley and to represent themselves positively in any dealing with other people whilst undertaking their Apprenticeship.

To undertake a range of duties to the best of their ability with a view to developing a portfolio of evidence to support their National Vocational Qualification.

### **Duties and Responsibilities**

This is not a comprehensive list of all the tasks, which may be required of the post holder. It is illustrative of the general nature and level of responsibility of the work to be undertaken.

Input and retrieve information using computerised office systems.

Update and maintain accounts in accordance with established procedures.

Scan and distribute information using appropriate office equipment.

Receive, sort and distribute incoming and outgoing mail/e-mails.

Deal with initial telephone enquiries, take messages and forward to appropriate personnel.



Deal with confidential information in an appropriate manner.

Prioritise work activities in order to meet deadlines and achieve personal and organisational objectives.

Maintain and promote a customer-orientated service in accordance the Councils quality standards.

Develop a thorough understanding of departmental practice, procedures and work instructions.

Participate in personal development and training appropriate to the post.

Undertake such duties, appropriate to the post, which may be assigned from time to time.

### Health and Safety

- To use equipment as instructed and trained
- To inform management of any health and safety issues which could place individuals in danger
- To engage in appropriate elements of training and development

### Data Protection and Information Security

- Implement and act in accordance with the Information Security Acceptable Use policy and Data Protection Policy,
- Protect the council's information assets from unauthorised access, disclosure, modification, destruction or interference,
- Report actual or potential security incidents.

### Knowsley Better Together – Staff Qualities

The following qualities have been adopted by the Council and apply to all employees. You are expected to embrace and display these qualities. Your line manager will discuss your behaviour with you, during your My Time and My Time Extra meetings.

- **Integrity.** You are required to be open and honest, maintain high standards of personal behaviour and display strong moral principles.
- **Accountability.** You must take personal responsibility for your actions and decisions and understand the consequences of your behaviour.
- **Communication.** You must listen and talk to others, taking account of other people's points of view. You should share information and strive to work together.



*Knowsley Council*

- **Respect.** You must treat people with care and dignity, observing the rights of other people, and helping and supporting others where you can.