



Cumberland Council

Post Specification

Date	April 2025
Post Group Number	8532
Post Title	Business Support – Revenues and Benefits
Job Family	Business Support
Job Family Role Profile	BS5
Final Grade	5

To be read in conjunction with the job family role profile

Service Area description	
Revenues and Benefits.	
Purpose of this post	
To assist in the administration of Revenues and Benefits. To deal with post received and despatched, including scanning for, and indexing to, the electronic filing system.	
Key job specific accountabilities	
<ol style="list-style-type: none">1. Accurately despatch outgoing mail for Revenues and Benefits via electronic methods and the Royal Mail business account.2. Take responsibility for safeguarding and handling data in accordance with legal requirements and local procedures, to ensure the data is accurate, comprehensive, valid, stored securely, available when needed and can be relied upon.3. Securely store and dispose of confidential waste, including disposal of original documentation after agreed department timescales.4. Distribute reports to the Revenues and Benefits teams and managers, as required.5. To verify original documents supplied by or on behalf of benefit claimants and securely return the original documentation to the appropriate person.6. Act as the first point of contact regarding customer queries/complaints received via e-methods/post and alert the teams and managers as required.7. Liaise with external suppliers for the ordering of stationary, office supplies and ad hoc items (including ordering and printing of envelopes when required) and preparing the relevant invoices for payment.8. To undertake relevant training as required and to keep up to date with current developments associated with the work of the service.9. To actively assist in the introduction of new systems and techniques to generate efficiencies and improved ways of working.10. To maintain effective two-way communication with colleagues and customers, as required, in order to further enhance the quality of the service.11. To undertake such other duties that are required from time to time with this position.12. All Employees have a duty to take care of their own health and safety and that of others who may be affected by your actions at work. Employees must co-operate with employers and co-workers to help everyone meet their legal requirements.	
Please note annual targets will be discussed during the appraisal process	
Key facts and figures of the post	
Budget Responsibilities	<ul style="list-style-type: none">• None
Staff Management Responsibilities	<ul style="list-style-type: none">• None

Other	<ul style="list-style-type: none"> • Take an active part in supervision and appraisal reviews to maximise opportunities for continuous professional development. • Take an active part in staff teams meetings to share good practice.
Essential Criteria - Qualifications, knowledge, experience and expertise	
<ul style="list-style-type: none"> • 5 GCSE's at grade 4 or above including English and Maths, or equivalent • A minimum of 12 months experience of general office administration. • Good communication and numeracy skills. • Effective verbal and written communication skills. • Computer literate with keyboard and typing skills. • Ability to interrogate and accurately update on-line computer systems. • Capable of prioritising own workload. • A sound understanding of data security requirements 	
Disclosure and Barring Service – DBS Checks	
<ul style="list-style-type: none"> • This post requires a DBS check. • The level of check required is: <ul style="list-style-type: none"> ○ DBS Basic 	
Job working circumstances	
Emotional Demands	<ul style="list-style-type: none"> • Minimal exposure
Physical Demands	<ul style="list-style-type: none"> • Limited physical demands
Working Conditions	<ul style="list-style-type: none"> • Minimal disagreeable, unpleasant hazards and considerable adverse exposure
Other Factors	
<ul style="list-style-type: none"> • • 	