

JOB DESCRIPTION

JOB TITLE:	Rent Correction Administrator
POST NUMBER	HS31
GRADE:	D
RESPONSIBLE TO:	Head of Revenues, Benefits & Leisure
RESPONSIBLE FOR:	The post holder is not directly responsible for any staff
LIAISON WITH:	Other staff throughout the Council, Housing Tenants

KEY CORPORATE ACCOUNTABILITIES:

1. To administer the data required to help remedy rent corrections
2. To provide excellent customer service for all residents of Mid Devon District Council.
3. To maintain a high standard of performance and professionalism.

KEY SERVICE ACCOUNTABILITIES:

1. To update and maintain complex spreadsheets
2. To integrate rent details to assist in the collation of data to help manage refunds
3. To liaise with other officers as necessary in order to process cases
4. To contact residents by telephone, email and letter as required so make sure they remain informed of their individual journey
5. To verify information and evidence provided by residents in support of potential refunds
6. To report difficult and contentious issues to the managers
7. To comply with Mid Devon District Council's Customer Care Standards and Code of Practice.

CONTACTS:

Liaise tenants and officers within the Council to aid excellent administration of corrections in rent

DECISIONS:

To validate evidence and recommend actions such as refunds or recovery

SUPERVISION RECEIVED:

Responsible to the Head of Service and will be expected to use discretion on work selection not relying on supervision except on contentious or difficult issues.

COMPLEXITY:

The duties of the post will be varied and demanding as they will cover a wide range of duties:-

To adequately fulfil these duties the following skills will be required:

A knowledge of on-line computer systems and an ability to use new technology.

Highly developed organisation, and planning skills

1. An ability to communicate effectively with a wide range of people with differing backgrounds and levels of understanding and to communicate with members of staff and claimants, explain the scheme, and to be able to use tact and diplomacy.
2. To be methodical and work on your own initiative
3. To do these functions effectively the post-holder must be able to work under pressure

OTHER DUTIES:

In order to deliver services effectively a degree of flexibility is needed, and the post holder may be required to perform work not specifically referred to above. Such duties, however, should not normally exceed those expected of an employee at that grade.

HEALTH AND SAFETY:

The Council has a Health and Safety Policy which outlines its responsibilities as an employer and the responsibilities of its employees in respect of health and safety. All employees need to be aware of this Policy and comply with its content.

RISK MANAGEMENT:

All employees need to have an awareness of risk management and are responsible for ensuring that they manage risk effectively in their job and report hazards and risk to their Head of Service or Senior Manager.

DATA PROTECTION:

It is the responsibility of the post holder to ensure the section's compliance with the requirements of the Data Protection legislation.

SAFEGUARDING CHILDREN AND ADULTS AT RISK:

The Council has a Safeguarding Policy, which outlines its responsibilities and the responsibilities of its employees. All employees need to be aware of this Policy and comply with the contents.

When considering the duties of this role as part of the most recent Job Evaluation (JE), a decision was reached using the government DBS Tool that this role is required to hold a **Basic DBS level check**. The basis on which this form of DBS is renewed is explained further within our DBS policy.

REQUIRED COMPETENCY LEVEL

COMPETENCY	LEVEL REQUIRED
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Communication	2
Leading and Developing	2
Service Delivery	2
Working with Others	2

For further information, please refer to the information attached to the recruitment pack on core competencies.

PERSON SPECIFICATION



	ESSENTIAL	DESIRABLE
Qualifications and Experience:	<ul style="list-style-type: none"> • 4 GCSE or equivalent passes, including maths and English • Experience of working with computer inputting • Demonstrable experience of working in a busy office • Experience of working with and assisting the general public in a customer focussed environment • Knowledge of the Data Protection Act 2018 	<ul style="list-style-type: none"> • Direct experience of Local Government services • Call centre experience • Knowledge of Housing
Knowledge and Expertise:	<ul style="list-style-type: none"> • Customer service • General office administration • Be competent in the use of computer systems i.e. Microsoft Office or equivalent • Must be a good communicator both written and verbally • Ability to deal with customers efficient pro-active manner 	<p>☐ A basic understanding of Local Government and experience of working with the general public</p>

Skills:	<ul style="list-style-type: none"> • Numerate and accurate • Good written and verbal communication skills • Demonstrable keyboard skills • Excellent communication skills, both verbal and written. • Analytical • Demonstrable administrative skills and be able to manage a diverse workload • Practical approach to problem solving with the ability to carry out wide ranging tasks • Able to plan or prioritise effectively to manage time and workload • Able to communicate information concisely, orally and in writing using plain English to convey clear messages to a wide range of people/organisations • Excellent organisation skills • Identifying Vulnerability 	<ul style="list-style-type: none"> • Ability to acquire additional skills and promote self-development • Local government knowledge
	ESSENTIAL	DESIRABLE
	<input type="checkbox"/> Team Player	
Personal Attributes:	<ul style="list-style-type: none"> • An ability to work as a member of a team and communicate well with members of the public • A flexible problem solving approach to duties • A good telephone manner • Honest, reliable, approachable and understanding. • Flexible approach to work and ability to respond to deadlines • Ability to deal with sensitive and difficult people, situations & information. • Committed to equality of opportunity and understanding of diversity issues • To have an awareness of Health & Safety • To have an awareness of Risk Management 	<input type="checkbox"/> Adaptable to change

Special Requirements:	<ul style="list-style-type: none">• Ability to analyse information from customers to make decisions and recommendations• Presentable appearance	
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June 2025