

Job Profile

Job Title: Document Officer

Job Grade: Level 2.1

About Camden

'Camden is building somewhere everyone can thrive, by making our borough the best place to live, work, study and visit. Because, we're not just home to UK's fast-growing economy. We're home to the most important conversations happening today. And we're making radical social change a reality, so that nobody gets left behind. Here's where you can help decide a better future for us all.

This role is a front line service and is the first point of contact for all correspondence for the Council Tax, Business Rates and Benefits Service. The purpose of the Document officer's role is to review correspondence and ensure accurate and timely indexing of claims and supporting documentation. The accurate and timely prioritisation and indexing of the Service's workload is essential as delay or inaccuracy could result in the claimant facing financial hardship or debt and/or financial loss to the Council through subsidy penalties.

About the role

1. Read correspondence and correctly index into the right workflow according to content and priority
2. Manage own time to prioritise time to ensure the timely indexing of all correspondence, claims and supporting documentation.
3. Identify fraudulent documentation and raise with relevant team manager for action.
4. Identify and create new Benefit claim records on the Benefit IT system.
5. To assist in any bulk amendments/corrections of the Benefits system.
6. Deal with query cheques for ctax and Business rates. Investigating which account cheques relates to.
7. To correctly identify and deliver any correspondence for other sections e.g. Investigations.
8. Move electronic faxes from sharepoint to claim/accounts
9. Returning unsigned and post dated cheques
10. Importing incoming emails for Revenues to appropriate queue or direct to a claim/account
11. Import Bailiff returns to accounts
12. Moving work types from HB default queue to claims.

13. The job will occasionally involve lifting and moving files and paper documents in accordance with the Council's Health and Safety Policy and Health and Safety and Manual Handling Legislation
14. Identifying areas for service improvement and supporting implementation of projects
15. Be required to carry out special tasks, assignments, reports or duties that are commensurate to the role and/or grade, where applicable as requested.

About you

- Able to cope effectively in a pressured environment and manage own time and workload, working to strict deadlines with accuracy and attention to detail.
- Able to learn and apply complicated regulations and procedures, with preferably some knowledge of council tax and/or benefits.
- Able to recognise fraudulent/altered documents using UV scanners.
- Self-resilience, teamwork and flexibility to respond to changing priorities, supporting and training others and accepting instructions
- Good level of English literacy to read and understand correspondence and act on it
- Written English skills and the ability to maintain simple statistics and communicate with colleagues.
- Administrative work, particularly using computer systems, a Document Image Processing System and the ability to interrogate it to get information.
- Able to be diplomatic and tactful when dealing with the most vulnerable members of the community.
- Able to work within the requirements of the data protection act and respect claimant confidentiality.

Work Environment:

Mainly hybrid working with the expectation of the equivalent of one day in Camden per week.

People Management Responsibilities:

None

Relationships:

Council Tax teams (including those within Contact Camden)

Business Rates team

Benefits teams

Contact with residents and other services including IT

Over to you

We're ready to welcome your ideas, your views, and your rebellious spirit. Help us redefine our corporate services, and we'll redefine what a career can be.

Is this role Politically Restricted?

Some posts at Camden are politically restricted, which means individuals holding these posts cannot have active political role. For a list of all politically restricted roles at Camden [click here](#).

Diversity & Inclusion

We want Camden Council to be a great place to work and to ensure that our communities are represented across our workforce. A vital part of this is ensuring we are a truly inclusive organisation that encourages diversity in all respects, including diversity of thinking. We particularly welcome applications from Black, Asian and those of Other Ethnicities, LGBT+, disabled and neurodiverse communities to make a real difference to our residents so that equalities and justice remains at the heart of everything we do. Click [Diversity and Inclusion](#) for more information on our commitment.

Agile working

At Camden we view work as an activity, not a place. We focus on performance, not presenteeism. We create trusting relationships, we embrace innovation rather than bureaucracy and we value people. Collaboration is the Camden way, silo working isn't.

At Camden we are proud to be one of Hire Me My Way's inaugural campaign supporters. Hire Me My Way is a national campaign led by Timewise, designed to increase the volume of good quality jobs that can be worked flexibly in the UK (www.HireMeMyWay.org.uk). Hire Me My Way aims to treble the number of available good quality flexible jobs to 1 million by 2020.

Asking for Adjustments

Camden is committed to making our recruitment practices barrier-free and as accessible as possible for everyone. This includes making adjustments or changes for disabled people, neurodiverse people or people with long-term health conditions. If you would like us to do anything differently during the application, interview or assessment process, including providing information in an alternative format, please contact us on 020 7974 6655, at resourcing@camden.gov.uk or post to 5 Pancras Square, London, N1C 4AG,

