
Overview

This standard is about the core competence that everyone working in the administration of local taxation, benefits, grants and other relief schemes needs, regardless of their role or function. It involves understanding relevant legislation and regulations, understanding the relevant local environment and working within organisational requirements to ensure effective working.

**Performance
criteria**

- You must be able to:
- P1 store files and documentation in accordance with organisational procedures and requirements
 - P2 locate and retrieve information in your organisation's record-keeping system as required to fulfil your role
 - P3 liaise with other staff, departments, offices or agencies to obtain information as required
 - P4 analyse and evaluate information for accuracy and completeness
 - P5 provide accurate information to other staff, departments, offices or agencies as required
 - P6 issue relevant forms to applicants as required, in accordance with local operating procedures
 - P7 confirm that all forms and documents received are accurate and complete, and follow up any missing information where appropriate
 - P8 follow up, where appropriate, any forms not received by the due date and issue reminders as required
 - P9 process all information in accordance with the provisions of the relevant data protection legislation

Knowledge and understanding

The Statutory Framework

You need to know and understand:

- K1 relevant primary and secondary legislation and the current legislative regime
- K2 relevant case law, judgements, regulations and guidance relating to local taxation and/or benefits, grants and relief schemes
- K3 relevant data protection legislation
- K4 relevant freedom of information legislation

The Local Environment

You need to know and understand:

- K5 the differences, for taxation purposes, between domestic and non-domestic property
- K6 the different types of taxation on property
- K7 the different types of grants, benefit and relief applications and applicants
- K8 the relationship between the national and local benefit systems
- K9 relevant associated departments or offices, and their roles
- K10 external agency requirements for information

The Organisation

You need to know and understand:

- K11 organisational requirements and procedures for obtaining and exchanging information
- K12 the permitted sources of information
- K13 procedures for verifying information
- K14 methods of recording and retrieving data and the importance of maintaining accurate records
- K15 the need for speed and accuracy in recording information
- K16 procedures for ensuring the security and confidentiality of information
- K17 the timescales for making reports and updating records
- K18 the authority's policies in respect of its obligations to both government and taxpayers
- K19 the principles underpinning entitlement to benefits and their calculation and payment
- K20 internal and external audit requirements

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