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# **JOB DESCRIPTION**

**JOB TITLE:** Revenues Officer

**DEPARTMENT:** Revenues & Benefits

**POST NUMBER:** 615
Full time, 37 hours per week

**GRADE:** Scale 4

**ACCOUNTABLE TO:** Revenues Team Leader

**LOCATION:** City Offices and any other office of the City Council as required

**POST OBJECTIVE**

To assist the Team Leaders in the operation of Council Tax, NNDR and BID functions. To ensure the efficient billing, collection and recovery of Council Tax, NNDR and BID and to assist in the operation of the Revenues team.

**PRINCIPAL ACCOUNTABILITIES**

Probity

To ensure the maintenance and enforcement of appropriate checks, controls and administrative and financial integrity in the operations of the areas for which the post holder is responsible.

# Professionalism

To maintain a knowledge and awareness of professional developments within the wider field of Council Tax and Non-Domestic Rates. To ensure the best possible professional advice on such matters is provided to meet present and future needs. To adopt a supportive and collaborative manner when required to undertake work for / on behalf of the Revenues Team Leaders or Revenues Manager.

External Relations

To foster and maintain good relations with the public.

Performance

The post holder will be expected to perform consistently at a level which fulfils the requirements of the general post objective. In achieving this the post holder should have regard to their attitude to work, their colleagues and the public, the quality of the work within the post holders responsibility, the objectives of the section’s service plan and the knowledge that work within the post holder's responsibility will be monitored by the line manager. To respond quickly and effectively to the demands of the post holder’s Revenues Team Leader, Revenues Manager and Service Lead.

**ADDITIONAL REQUIREMENTS**

To undertake such training (residential or non-residential) appropriate to the general post description.

**SPECIFIC TASKS:**

1. To achieve ***personal targets*** that will be set for all areas of work, including:

|  |  |
| --- | --- |
| **Area of work** | **Target** |
| Items of post completed | 35 per day – average. Continuously reviewed & revised if appropriate.  |
| Accuracy | 99% |

1. To achieve ***team targets*** that will be set for all areas of work, including:

|  |  |
| --- | --- |
| **Area of Work** | **Target** |
| Telephone calls answered  | 95% answered within 6 rings  |
| Correspondence processed | 95% answered within 10 working days |
| E-mails replied to | 96% answered within 3 working days |

1. To accurately assess liability for Council Tax, NNDR and Business Improvement District (BID) and identify and bill the liable person.
2. To ensure all relevant properties / hereditaments have a band / rateable value, and that appropriate amendments which affect the entries in the Valuation Office lists are reported to the Listing / Valuation Officer.
3. To ensure all amendments to the Valuation Office lists are actioned.
4. To ensure amendments for liability are actioned promptly and accurately.
5. To ensure that applications for exemptions, discounts and rate reliefs are scrutinised and processed in a timely manner.
6. To ensure that reminder and final notices and summonses are issued in accordance with the recovery timetable.
7. To prepare debt for write off where all avenues of collection have been unsuccessful.
8. To maintain a thorough knowledge of Council Tax and NNDR legislation.
9. To act promptly with unpaid direct debits.
10. To provide taxpayers / ratepayers with advice on all issues relating to Council Tax, NNDR and Business Improvement Districts (BID) via telephone, correspondence or over the counter.
11. To liaise with outside bodies and organisations, such as, Valuation Office, employers, Citizens’ Advice, DWP, enforcement agents, tracing agencies etc.
12. To provide support and back-up for Customer Advisors.
13. To deputise in the absence of the Team Leader as required, undertaking such tasks as may be delegated.

This document does not define all individual tasks which will change from time to time to meet operational needs. Other duties will be required, commensurate with the grade of the post and the general post objective.

Signed .................................

Dated ..................................

 *Version date: Nov 2022*

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# **PERSON SPECIFICATION**

**JOB TITLE:** Revenues Officer **POST NUMBER:** 615

**DEPARTMENT:** Revenues & Benefits **DATE:**  Nov 2022

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| --- | --- | --- | --- |
| **Requirements** |  | **Weighting** | **Assessment Method** |
| Skills | Organisational – planning, co-ordinating and monitoring work of the team | 3 | A & I |
|  | I.T | 2 | A, I &T |
|  | Communication – written (complex explanatory letters and complaints), verbal (dissatisfied customers, representing the Council at court, colleagues, enquiries from Members etc.) | 3 | A & I |
|  | Organisational | 3 | A & i |
|  | Interpersonal – ability to motivate staff, encourage team working and develop relationships | 3 | A & I |
| Experience | Dealing with a cross section of the public | 2 | A & R |
|  | Busy office environment | 1 | A & R |
|  | 1 years relevant experience | 2 | A & R |
| Personal Qualities | Analytical – research, extract and manipulate data | 3 | A & I |
|  | Commitment – to ensure service is of a high quality | 3 | A & I |
|  | Enthusiasm – to promote a positive working environment | 2 | A & I |
|  | Innovation – to develop and improve services | 2 | A & I |
|  | Flexible | 3 | A & I |
| Specific Job Requirements | Ability to learn & absorb new information quickly & efficiently | 3 | A & I |
|  | LiterateNumerateAccurate | 333 | A, I & TA & TA, I & T |
| Qualifications | 4 GCSE’s (or equivalent) including English and Maths | 3 | A & Q |
|  | IRRV professional qualifications, either Level 3 Certificate (or professional equivalent) or full professional Diploma or above. | 2 | A & Q |

Weighting 3 – Essential for the successful performance of the job

*2 – Desirable but can be achieved through on the job training or experience*

*1 – Useful but not essential for successful performance of the job*

Assessment

*Application Form A Interview I Tests T*

*References R Presentation P Evidence of Qualifications Q*