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| **Job Description** |



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| **JOB TITLE** | Senior Revenue Officer | |
| **REPORTS TO** | Revenues Team Leader | |
| **DIRECT REPORTS** | 4 x Revenues Officers | |
| **INDIRECT REPORTS** | None | |
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| **PURPOSE OF THE JOB ROLE** | | |
| The Senior Revenues Officer will work within a team dealing with all aspects relating to the accurate and prompt processing of work associated with Council Tax and Business Rates from the creation or properties in the databases to the recovery and enforcement of Council Tax and Business Rate arrears, providing guidance to staff as required.  They will supervise and support the Revenues and Benefits Team and support the Team Leader in the management of the team. They must ensure that matters relating to Council Tax and Business Rates are dealt with promptly, balancing the need to support the delivery of a personalised service to residents with the need to protect the council’s financial interests. | | |
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| **MAIN DUTIES AND RESPONSIBILITIES** | | |
| 1. To supervise and develop an enthusiastic and committed team who are dealing with all aspects relating to the accurate and prompt processing of work associated with Council Tax and Business Rates from the creation or properties in the databases to the recovery and enforcement of Council Tax and Business Rate arrears, providing advice, guidance and training to staff as required. 2. Support the Team Leader in the setting of targets and the monitoring of performance ensuring that any downturn in performance is quickly identified and reported with recommendations for improvement. 3. Assist with Quality checking the work of the Revenues Officers, feeding back results to staff and developing and implementing service improvements. 4. To prepare Appeal submissions, in respect of Council Tax and Business Rates matters, attending the Valuation Tribunal (England) as required. 5. Assist with the completion of Government Returns including the QRC forms, CTB1 and NDR1/NDR3. 6. Maintaining a sound knowledge of the Council Tax and Business Rates legislation by keeping up to date with Government led changes. 7. Make decisions in respect of applications for Council Tax and Business Rate discounts, exemptions and reductions by applying the current revenues and rating regulations. 8. Make payments by cheque and BACS in respect of Council Tax refunds and Business Rates refunds. 9. Ensure timely and accurate action relating to Direct Debit instructions. Including setting up new accounts, amendment of existing instructions, rejections from BACS runs and cancellations. 10. Maximise the council’s recovery rate in respect of all income due from Council Tax and Business Rates by pursuing the most effective form of action available in order to secure the payment of these debts. 11. Attend Magistrate’s court on a monthly basis, or as and when required, in order to deal with Council Tax and Business Rate customer enquiries. 12. Monitor cases where liability orders have been obtained taking the most appropriate action to recover outstanding arrears. 13. To liaise with relevant internal and external stakeholders in order to obtain appropriate information in respect of Council Tax and Business Rates. 14. Deal with customer enquiries received in writing, face to face and by telephone by providing accurate information in a polite, friendly and efficient manner in order to meet the service commitment to a high level of Customer Care. 15. Using best practice and responding to all requests and enquiries in a professional, timely and effective manner. 16. Use the council’s document imaging system to manage all correspondence and documents associated with a case.  * Responsible for the effective day to day management and financial and performance monitoring of any contracts in line with the requirements set out in Part 8A of the Council’s Constitution. | | |
| This job description outlines the main duties and responsibilities but does not detail every task required for service delivery. You may be asked to take on additional duties at an equivalent level, on a temporary or permanent basis. | | |
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| **GENERAL RESPONSIBILITIES** | | |
| Standard responsibilities that apply to all council staff or specific groups are set out in the [Employee Handbook](https://www.rbwm.gov.uk/media/2074/download/), these include:   |  |  | | --- | --- | | * Corporate management * Information governance compliance * Whistleblowing * General Safeguarding Statement * Project and work management * Working in a team | * Risk management including Health & Safety * Business continuity * Equality of Opportunity * Our corporate values * Budget management * Specific responsibilities for managers |   Local operating procedures and specific activities/tasks will be supplied by the service. | | |
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| **PERSON SPECIFICATION** | | |
| **Qualifications/Education/Training** | | Good basic qualifications with 4 GCSE passes to include English and Maths.  Level 2 NVQ in Customer Service Level or compensatory experience.  IRRV Technician or above (desirable) |
| **Experience** | | Demonstrate recent experience working in computerised processing of Council Tax and Business Rates accounts in line with the relevant legislation.  Ability to lead and motivate a team.  Understanding the impact of the collection and administration of discounts, exemptions and reliefs on the finances of the council.  Aware of the need for and capable of prioritising work and meeting deadlines  Self-motivated, committed, reliable, hard working and enthusiastic in the pursuit of achieving team targets for turnaround and customer care |
| **Skills, Abilities and Competencies** | | Good communication and interpersonal skills  Good telephone manner with a clear voice  Ability to communicate clearly and concisely (orally and in writing)  Ability to handle sensitive, difficult situations considerately  Ability to handle upset or aggressive customers  Ability to present a professional and cheerful manner to the public and colleagues and remain calm under pressure  Acts with honesty, integrity and discretion. Taking ownership for and resolving customer issues.  Takes a proactive approach to meeting the needs of customers  Displays drive and energy to achieve results.  Sets, agrees and delivers on objectives.  Contributes to effective teamwork.  Aligns behaviour to the needs/priorities/goals of the organisation as a whole  Proactive approach to work and a “can do” attitude. |
| **Specific Working Requirements** | | Ability to work flexibly at certain times including outside core hours and across various channels or locations.  Prepared to undertake visits in client’s homes.  Ability to drive with a full driving licence and access to a vehicle.  The ability to converse at ease with the public, answer questions and provide advice, including the use of specialist terminology relevant to the job role/profession and where necessary for an extended period of time. |
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| **OTHER/SPECIAL REQUIREMENTS** | | |
| **DBS check required for this role** | | Basic |
| **Is this role “politically restricted”?** | | No |
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| **ADDITIONAL JOB DETAILS** | | |
| **Job Grade** | | 6 |
| **Directorate** | | Resources |
| **Service Area** | | Revenues and Benefits |