

# Job description

**Job title:** Revenues Administration Officer

**Directorate/Team:** Resources

**Reporting to:** Revenue and Benefits Team Leader

**Salary scale point**: Grade 3

**Politically restricted post:** No

**DBS requirement: Basic**

## Job purpose

The post holder is responsible for providing an efficient and effective customer-oriented service to the public.

To create and maintain accurate property records

To bill and collect council tax in accordance with legislation

## Key corporate accountabilities

* Be responsible and accountable for reporting health and safety and safeguarding concerns when dealing with customers.
* Ensure compliance with the council’s IT and physical security policies and utilise technology to its full potential.
* To comply with general data protection regulations, equality and diversity legislation and internal policies.

## Key service-related accountabilities

* To deal with all large bespoke student developments in Norwich to ensure accurate council tax billing by liaising with the accommodation managers at each specific site. To be responsible for the prompt council tax collection of all payments and credits due as a result of the billing process.
* To determine council tax liability and applications for discounts, exemptions and disabled reductions promptly and in accordance with government legislation and local policies and procedures.
* To deal with customers, internal (housing, planning, income team) and external partners (Valuation Office and Norfolk Constabulary) using all available media including secure transfer of data, telephone, face to face contact, email/ letter, etc.
* Maintain revenues and benefits systems for accurate management of council tax administration.
* To report properties to the Valuation Office Agency for inclusion or exclusion from the council tax list. To liaise with the Valuation Office Agency to address issues and resolve disputes. To be responsible for the accuracy and be part of the process for reconciliation of the council tax billing system with the published council tax list and to satisfy audit requirements.
* To work closely with the Visiting Officers in order to issue completion notices, ensuring revenue is maximised by entering properties into the council tax list at the earliest opportunity. To assign temporary bandings to new dwellings to enable bills to be sent to maximise income.
* To work on the weekly BACS reports by amending customer accounts in accordance with the BACS rules. To authorise the Direct Debit transmissions for all collections due for council tax, business rates and BID each month.
* To be responsible for specified complex landlord portfolios of properties to ensure that the council tax bills are accurate, and the registration of occupiers are dealt with in a prompt manner.
* To manage workload and prioritise casework to meet customers’ needs, service priorities and targets
* To be responsible for establishing the correct Council Tax liability and billing for the entire Norwich City Council privately let dwellings under the umbrella of ‘Let NCC’, working with colleagues to ensure quarterly payments of council tax are promptly received and allocated correctly. To deal with any billing queries which may arise.
* Ensure that personal learning and development is kept up to date through attendance of relevant courses, in house training, reading council tax information letters and maintaining up to date knowledge of regulations.
* To review and respond to customer appeals, challenges and queries in accordance with regulations, policies and procedures.
* To check and authorise daily bill files for council tax.

To work on the monthly report for council tax accounts where no liable party has been established to ensure current billing and collection.

* To deal with the unindexed communications received by the service to ensure that precise responses to customers are provided.

## General requirements

* Post holders will be expected to be flexible in their duties and carry out any other duties commensurate with the grade and falling within the general scope of the job, as requested by management
* Duties and responsibilities must be carried out in accordance with relevant Norwich City Council policies and procedures, within legislation and any code of professional ethics of relevant professional body.
* All employees are expected to maintain a high standard of customer care in the context of the council’s core values, to uphold the equality and diversity policy and health and safety standards and to participate in personal learning and development necessary to the post.

## General details

Date document last reviewed/version: August 2024 (Final)

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# Person specification

## Job title: Revenues Administration Officer

### Knowledge and experience

#### Essential

* Experience in a customer service or revenue services environment
* Experience in administration within an office environment
* Experience in working with a diverse range of people of differing status
* Experience of undergoing and supporting organisational change
* Knowledge of Local Government Finance Act 1992 and subsequent amendments to administer the billing and collection of council tax
* Knowledge of the Data Protection Act 2018
* Awareness of Health and Safety requirements, procedures and issues
* An understanding of performance management expectations

### Qualifications

#### Essential

* A good general education including Maths and English GCSE Grade C or equivalent

Or

IRRV Apprenticeship Level 4 or equivalent

### Skills and abilities

#### Essential

* Excellent numeracy and literacy skills
* Excellent ICT skills
* Excellent administrative and investigative skills
* Ability to communicate effectively verbally and in writing with people from all backgrounds and at all levels
* Ability to deliver a high standard of customer service
* Ability to analyse information and make appropriate decisions applying regulations, guidelines and judgement
* Takes ownership of own decisions, referring to others if there is no obvious solution
* Enthusiasm and drive to meet individual, team and service performance targets and quality standards
* Excellent team player and able to work independently in a positive and constructive manner
* Ability to work under pressure and prioritise workloads to meet deadlines
* Ability to work in partnership with internal and external agencies
* Ability to work methodically with attention to detail
* Ability to adapt to change and embrace new ways of working

### Other requirements

#### Essential

* Ability to work flexibly as required

## Organisational competencies

The council has four competency areas based on the four values:

* Pride
* Accountability
* Collaborate
* Excellence.

Each competency has performance standards along with examples of expected behaviours. Listed below are the competencies for employees.

### Pride

We will take pride in what we do and demonstrate integrity in how we do the following things.

* You are positive to customers and colleagues about services the council provides.
* You know and understand what the council expects of you as an employee; how your job helps the council deliver its vision, priorities and values.

### Accountability

We will take responsibility, do what we say we will and see things through.

* You know and are clear about what jobs and tasks you have to do and when these are to be completed.
* You take full responsibility for your own performance.

### Collaborate

We will work with others and help people to succeed.

* You build good working relationships with others inside and outside the Council.
* You work effectively with customers, councillors, partner organisations and colleagues to get the job done as well as you can.

### Excellence

We will strive to do things well and look for ways to improve and learn.

* You regularly talk with your manager and colleagues about how you and your team can learn new things and improve the way you do things at work
* If you don’t know how to do something you find out how e.g., by asking someone else to show you how so you will know how to do it next time

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