



Recruitment Information Pack

Revenues Advisor (2 vacancies)

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Job Advert

Revenues Advisor



Job Title:	Revenues Advisor (2 posts)
Team / Department:	Revenues
Location:	Elizabeth House, Stratford-upon-Avon and Remote Working
Employment Status:	Permanent
Hours per week:	37
Working Arrangements:	Hybrid Working
Salary:	Grade K - £26,409 - £28,624

About Us:

Based in the heart of Warwickshire, the beautiful district of Stratford-on-Avon is, without doubt, one of the most scenic and historical regions in the UK. Stratford-on-Avon District Council's headquarters are located in the heart of William Shakespeare's hometown. In the District, you will find thriving market towns, home to over 135,000 residents and a tourist destination for millions of visitors each year, from across the globe. We are proud to provide public services to residents, businesses and visitors across this magnificent region, making it a great place to live, work and visit.

At the Council, our people are our superpower and by choosing to bring your talents to our organisation, you will be joining a great team where everyone feels that they truly belong, full of dedicated people all working with passion and purpose, across a dynamic portfolio of work providing high-quality services.

Benefits:

As part of our team, you will enjoy a comprehensive benefits package, including:

Flexibility:

- A minimum of 25 days of annual leave, plus Bank Holidays.
- Hybrid working arrangements with the flexibility to work from home for up to 60% of your hours (dependent upon the role)
- Flexi-time scheme for a better work-life balance.

Lifestyle:

- Health Cash Plan Scheme for medical and dental expenses.
- Eye test voucher scheme
- Everyone Active Gym Membership discount

Professional Development:

- Training and Development opportunities.
- Payment of one professional subscription fee

Financial Planning:

- Access to the Local Government Pension Scheme to secure your future.



- Access to free Will writing services.
- Employee Assistance Programme
- Salary Sacrifice schemes e.g. Cycle to Work etc.
- Free town centre parking

What to Expect in the Role:

You will be joining our collaborative, high performing and dedicated Revenues Service, responsible for delivering outstanding administration, billing, and recovery services relating to Council Tax, Business Rates and Housing Benefits to residents across the district. We're recruiting to two vacancies, one to be based in our Business Rates Team and one to be based in our Benefits Team, with opportunities to develop across the function.

We're keen to hear from candidates who can understand and interpret complex and changing legislation, is confident using a computer-based systems to enter and find information, communicates clearly with people from all backgrounds, handles sensitive information with care, pays close attention to detail, and stays organised to meet deadlines.

Key Accountabilities and Responsibilities (Please see Job Description and Person Specification for more details):

- *Working as part of a team responsible for Council Tax, Benefits or Business Rates*
- *Keep up to date on legislation and changes to Regulations for Revenues*
- *Process correspondence and enquiries in an efficient manner.*
- *Provide prompt assistance and support to Customers Access.*
- *Organise and prioritise your own workload.*

What You'll Need (Please see Job Description and Person Specification for more details):

- *Ability to assimilate and clearly communicate complex and changing legislation relating to Council Tax, Business Rates or Housing Benefits services.*
- *Excellent Customer Service skills with residents from different backgrounds.*
- *Good Communication skills both digitally and verbally.*
- *Experience of working with a range of IT software packages.*
- *The ability to work in a under pressure whilst meeting deadlines and targets.*

For an informal chat about the role, please contact Jenni Love, Revenues Manager on 01789 260901 or email Jenni.Love@stratford-dc.gov.uk

Applications will close at **midnight** on **Thursday 10th July 2025**
Interviews will be held week beginning **28th July 2025**

To apply, please visit our website: [Stratford-on-Avon District Council - Current Vacancies](#) or email hr@stratford-dc.gov.uk

The Council is committed to equality of opportunity and aims to create a welcoming, inclusive workplace where we are all able to bring our whole selves to work and perform at our best.





Job Description

Stratford-on-Avon District Council

This form is used to provide a complete description of the specific job (or role) and defines the skills, knowledge and abilities required to undertake the specific and generic role profile.

Section A: Specific Role Profile

The specific role profile provides key information relating to the salary and working conditions

e.g. location of a job, along with the current focus of the job role and a brief description of the main duties.

Role Details

Job Title	Revenues Advisor (2 vacancies)		
Salary Grade	Grade K	JE ID	A1329
Contract Length	Permanent		
Hours	37		
Department	Housing, Revenues and Customer Services		
Section	Revenues		
Responsible to	Revenues Supervisor		
Responsible for	n/a		

Role Purpose

To be part of a Team responsible for Council Tax, Benefits or Business Rates. To process correspondence and enquiries in an efficient manner.

Principal Duties and Responsibilities

- To organise and prioritise your own workload and help ensure the team is adequately covered at all times.
- To provide prompt assistance and support to Customer Access where necessary in a time appropriate manner.
- To assist in processing reports in accordance with agreed procedures and timetable.
- To keep up to date on legislation changes and operate any changes in Council Tax, Business Rates, Benefit regulations.
- To advise customers regarding their Benefits, Council Tax or Business Rates situation and potential eligibility for claiming discounts, exemptions or reliefs.
- To process correspondence in accordance with procedures.
- To liaise with the relevant agencies in relation to a customer's circumstances.
- To identify cases for write off and submit them for approval in accordance with the procedures.
- To ensure that all cases of suspected irregularity are reported to the Corporate Fraud Officer.



Corporate Responsibilities

- To be aware of your responsibilities in terms of health and safety, including identifying at your appraisal, appropriate health and safety training.
- To act positively to create a welcoming, inclusive workplace where all staff are able to bring their whole selves to work and perform at their best. Trust, integrity, approachability and adaptability will be encouraged and valued.
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Person Specification

The person specification provides a list of essential and desirable criteria (skills and competencies) that a candidate should have to enable them to perform the role.

Each of the criteria listed below will be measured through; the application form (A), a test / exercise (T), an interview (I), a presentation (P) or documentation (D) as shown in the final column.

Essential Criteria

1	A good standard of education including Maths & English at GCSE level or equivalent.	A
2	Effective communicator, good organisation and administrative skills.	I
3	Experience of working with different IT systems.	A
4	Accurate, with an attention to detail.	A
5	A pro-active approach to further development.	I
6	Able to work on own initiative as well as part of a busy team.	I
7	Able to manage tasks flexibly to achieve overall team goals.	I
8	Able to deal with confidential paperwork sensitively.	A
9	Diplomatic with a responsible attitude.	I

Desirable Criteria

1	Experience of Revenues	A
2	Experience of working to deadlines	A
3	Knowledge of Civica Open Revenues	I
4	Good telephone manner and communication skills.	A





Information for applicants

Stratford-on-Avon District Council

Employing Authority:	Stratford on Avon District Council		
Post Title:	Revenues Advisor	Post Ref:	PU0000386 and PU0000404
Service Area:	Housing, Revenues and Customer Services	Team:	Revenues

Salary Range and Grade	Grade K	£26,409 - £28,624
Contract Type	Permanent	
Business Mileage	Casual 45p per mile	
Interval / Method of payment	18th of the month by BAC's	
Main place of work	Elizabeth House, Stratford upon Avon	
Hours of work	37 hours per week The Council's standard hours are:- 8.45am to 5.15pm, Monday to Wednesday and 8.45am to 5.00 Thursday and Friday.	
Flexi Leave	The Council's flexi-time scheme applies.	
Notice Period	4 weeks	
Annual Leave Entitlement	25 working days, rising to 28 working days after five years' continuous service in Local Government. The leave year will begin the month you commence employment In addition, there are 8 public holidays which are Bank Holidays. On top of these days the Council grant three extra statutory days during the Christmas period.	
Probation Period	6 month probation period	
Pension Scheme	Local Government Pension Scheme	
Parking	Town Centre Car Parks	
Politically Restricted	No	
DBS Check	Basic	
Subsidised Corporate Leisure Membership	Stratford Leisure Centre	



Participation in Salary Sacrifice Scheme	Halfords Cycle to Work
People with Disabilities	<p>People with disabilities will be guaranteed an interview, providing they meet the Essential criteria for the position, and that they declare their disability on their application form.</p> <p>Under The Equality Act 2010, a person has a disability if:</p> <p>They have a physical or mental impairment.</p> <p>The impairment has a substantial and long-term adverse effect on their ability to perform normal day-to-day activities.</p>
No Smoking Policy	<p>The Council operates a no-smoking policy throughout all Council premises.</p> <p>Hopefully, if you are a smoker, you will see that the Council is acting in the overall interest of all its employees' health and you will not be deterred from applying for any post which interests you.</p>

Interview Arrangements

Interview Day and Date	w/c 28 th July 2025
Interview Location	Elizabeth House, Stratford-on-Avon, CV37 6HX
Closing Date for Completed Applications	Midnight, Thursday 10 th July 2025





Some of the benefits of working at Stratford-on-Avon District Council

Applicable to Employed Staff

Competitive salary



Flexi time*



Flexible Working

(including Homeworking*, Hybrid Working Environment - Minimum 40% of time in the office*, Agile Working*)



Work laptop, keyboard, mouse, additional screen and headset.

Work mobile phone*



Access to training & development



Opportunities for career progression

Full time working hours
37 per week

(8.45am – 5.15pm Mon – Wed,
8.45am – 5.00pm Thurs/Fri)



Free office town centre parking

Excellent office
town centre location

- Easy to reach by road or rail



25 days annual leave basic entitlement, plus

- 5 years continuous service - 3 extra days
- After 10 years continuous service - 1 extra day
- After 15 years continuous service - 1 extra day
- After 20 years continuous service - 1 further extra day (total of 31 days with 20 years continuous service)

- 8 days Bank Holidays
- 3 extra statutory days during the Christmas period



Volunteering Opportunities (Paid Leave)

- Up to 37 hours linked to Career Development
- Up to 15 hours not linked to Career Development

Free BUPA Health Expenses Scheme and confidential EAP which includes a Health Line, Elderly Care Support line and telephone counselling



Automatic enrolment into the Local Government Pension Scheme (Career Average Scheme)

Supportive sick pay scheme

A commitment to equality, diversity and inclusion



Enhanced Maternity and Paternity pay

Cycle to Work Scheme

Kaarp Benefits scheme

Everyone Active

Gym Membership scheme

Professional subscription paid (one essential subscription)



*Not applicable to all roles

