



Senior Revenues Officer (Enforcement and Quality Assurance)

LEVEL:	6
ACCOUNTABLE TO:	Principal Revenues Officer
SALARY:	£33,143 to £36,363 per annum
LOCATION:	Totnes / Tavistock / Agile
CONTRACT:	Permanent

Job Purpose

The Senior Revenues Officer (Enforcement and Quality Assurance) plays a key role in supporting the Principal Revenues Officer in ensuring that income due to the Councils is maximised and a consistent high-quality service is provided to the residents and businesses of South Hams and West Devon.

The postholder is responsible for the recovery of Council Tax, Business Rates and Business Improvement District (BID) levy arrears, in accordance with the appropriate legislation and SHWD policies.

The postholder is responsible for monitoring the quality and quantity of work being produced by officers in the Revenues team, reporting outcomes and making recommendations on any areas where training needs are identified. This includes reviewing the quality of decision making and monitoring interactions with customers.

Role Profile

Collection and Enforcement

- Represent the Councils at the magistrates' court in Council Tax, Business Rates and Business Improvement Districts (BID) liability order and committal hearings.
- Working to a timetable agreed with the Systems and Support Team, undertake a percentage integrity check of reminders, final notices, summonses and all other associated recovery documentation prior to issue.
- Manage the contractual relationship with enforcement agents, including monitoring, reporting on performance, and dealing with any complaints.
- Take responsibility for and progress more complex cases where it is necessary to use other enforcement remedies such as bankruptcy, charging orders and winding up proceedings.
- Manage the relationship with other service areas to establish a coherent and professional approach to the management of all debt owed to the Councils.



- Manage the relationship with HM Courts & Tribunals Service and the Valuation Tribunal Service in all matters relating to Council Tax and Business Rates.
- Represent the Councils at the Valuation Tribunal.

Quality Assurance

- Undertake quality assurance checks on the processing, call handling and the administration of Council Tax and Business Rates to minimise error, maximise income and assist in identifying training needs within the team.
- Assist with the training and mentoring of new and existing officers to ensure that all processes are delivered in an accurate and consistent manner for both Council Tax and Business Rates.
- Maintain detailed audit records of individual officers, ensuring relevant issues are fed back to the Revenues and Recovery Team Leader and Principal Revenues Officer to agreed timescales.
- Contribute to performance review processes and the creation of bespoke training plans where necessary, providing support to less experienced officers.
- Assist in the design, implementation and review of policies and procedures to ensure the efficient and effective administration of Council Tax and Business Rates.

Other

- Provide ad-hoc support to projects to improve service delivery.
- To perform any other duties which fall within the broad spirit, scope, level and purpose of this role profile.

Person Specification

Qualifications

Essential	Desirable
Educated to A Level standard or equivalent or qualified by strong relevant experience.	IRRV Technician/Level 3 Certificate
	Evidence of continuing professional development.

Knowledge / Experience

Essential	Desirable
Experience of working in a senior role in a busy Revenues environment.	Recent experience of using NEC and Information at Work software.



A thorough current working knowledge of Council Tax, Business Rates and BIDs including collection and enforcement legislation.

Experience of ensuring compliance with legal and regulatory requirements.

Experience of using Revenues and Benefits software and an electronic document management system.

Skills / Abilities

Essential	Desirable
Team worker who builds positive relationships in teams.	Able to collaborate with teams across an organisation to improve service.
Flexible and resourceful with a 'can do' attitude.	Able to constructively challenge the way the service works and contribute new ideas.
Excellent numerical and analytical skills.	
Able to prioritise workload, meet deadlines and work effectively under pressure.	
Problem solving and creative thinking.	
Proactive approach to work and committed to providing excellent customer service.	
A positive desire to achieve performance targets and help deliver a high-quality Revenues service.	
Proficient in the use of ICT including Microsoft applications and specialist systems.	

General / Other

Essential	Desirable
All staff must be prepared to have an understanding of the Equal Opportunities, Customer Care and Health and Safety policies.	



As the role involves handling sensitive information, a standard DBS check will be required on appointment.

General

The list above is not exhaustive; this role profile sets out the duties of the post at the time it was drawn up. Such details may vary from time to time without changing the general character of the duties or the level of responsibility involved.

Safeguarding Children & Adults at Risk

The Council has a Safeguarding Policy which outlines its responsibilities and the responsibilities of its employees. All employees need to be aware of this Policy and comply with the contents.

Equality, Diversity & Inclusion

The Council has an Equalities, Diversity and Inclusion policy which outlines its commitment to creating a culture that respects and values each other's differences, promotes dignity, equality, diversity and inclusion, encourages individuals to develop and maximise their true potential and combats prejudice, discrimination and harassment.

Staff Code of Conduct

The public, our communities, customers and colleagues are entitled to expect the highest standards of conduct from all people working for the Councils. The Code of Conduct sets out the general standards of conduct expected of everyone working for the Councils.

Climate Change

Contribute to the Council's corporate objectives in relation to climate change by considering the environmental impact of individual and collective actions, working to reduce resource and energy use, minimise waste, and anticipate and enhance the efficiency of services in response to a changing climate, wherever possible, to help the council to reduce its own carbon footprint and that of the district.