

Role Title	Revenues Officer (Council Tax and Business Rates)
Job Family	Finance & Governance - Revenues and Benefits
Competency Level	All Colleagues
Scale	Scale 6-SO1 indicative
Purpose To provide a professional, proactive, customer focussed business administrative service to the organisation within the relevant service area. To accurately establish liability, bill, enforce and collect Council Tax, Business Rates (Including Business Improvement Districts (BIDS)) To process work relating to the collection and enforcement of Council Tax and Business Rates. At SO1 level to provide support and specialist knowledge to the service.	
Generic Accountabilities	End Results/ Outcomes
Scale 6 Communicate effectively with internal and / or external customers/ service users. Act as point of contact for the service. Provide information and resolve problems, within scope of role, escalating to line manager as required. Additional SO1 Manage escalated or complex customer enquiries within the specialist team	Resolve non-routine customer/service queries. Customers are satisfied with the response, or aware that issue has been escalated. Assess and prioritises telephone and personal callers and responds appropriately. Relevant, accurate, understandable, and timely information is provided. A positive image of the Council is promoted. Expert advice, information and support are provided on the full range of issues within the field of expertise.
Scale 6 To work with colleagues and team leaders to identify areas for improvement, ensuring the support offer remains appropriate for all service users. Additional SO1 Work closely with others to clarify changing customer/organisational requirements.	Service users express satisfaction with service provided. Customer requirements are identified and documented. Improvement opportunities are identified and recommended.

Scale 6 Organise and maintain records and documents using the appropriate council process / system. Additional SO1 Analyse and interpret complex information for input into reports.	Received documents, correspondence etc. are recorded, distributed and processed correctly. Photocopying, faxing, shredding, enveloping, franking etc. are completed to required standards and productivity. Records /information are well organised and accessible. Records are kept up to date. Follow-up with internal/external customers to obtain missing/outstanding records. Accurate, complete and relevant information/records/reports are provided for internal and/or external use.
Scale 6 Create document, reports, correspondence from the information provided, using standard formats and software Additional SO1 Develop specialist documents/materials/activities to support/promote the service area.	All materials are produced to the required legislative and or Council standards and timescales. Recorded information is accurate. Communications are clear, well planned and effectively targeted.
Scale 6 Database maintenance – access and update relevant databases and generate reports for management information. Additional SO1 Contribute to the development and improvement of these systems	Reports are accurate, complete, and meaningful. Changes to systems are identified and recommended. Systems meet operational requirements.
Carry out all duties and responsibilities with reasonable care for the health and safety of self and others and report any potential hazards or unsafe practices to line manager.	Work is carried out in a way that is safe, without risks to health and in line with corporate and internal risk assessments.

Act in accordance with all policies and procedures which apply to the job and understand the reasons for this.	All policies and procedures are complied with.
SO1 Deliver a specialist aspect of service delivery, which engages customers / stakeholders and enables them to make effective use of the service.	The service is delivered to the quality, organisational and professional standards required Customer / stakeholder expectations are managed in relation to what can be delivered. The service meets organisational requirements and reflects customer / stakeholder requirements / needs, within organisational constraints.
SO1 Develop good working relationships, develop community links and communicate effectively with internal/external organisations/partners and stakeholders. Represent specialist area internally and/or externally.	Specialist work area reputation is maintained or enhanced. Stakeholders are engaged with activity relevant to them. Positive feedback is received from stakeholders.
SO1 Act in accordance with all policies and procedures which apply to the job and understand the reasons for this.	All policies and procedures are complied with.
Job Specific Accountabilities:	
Scale 6 and SO1 Establish correct liability for Council Tax and/or Business Rates including entitlement to any potential reliefs, discounts, or exemptions	Accurate bills are issued to the correct liable party for prompt and timely collection. Evidence obtained and documented to apply correct reductions in accordance with legislation and procedures Due regard given to internal and external fraud prevention and detection and protecting the public purse Annual reviews carried out to ensure accuracy of information and to prevent fraud. Liaison with fraud team to assist with National Fraud Initiative (NFI) verification. Changes or property alterations are identified, verified,

	and updated. Collection of Council Tax and Business rates is done in accordance with the relevant legislation and procedures. Feedback provided to colleagues where processing errors are identified. SO1 Accuracy and performance reports are checked to ensure processing is accurate and financial errors not created. Daily allocation of work to officers occurs in the absence of or as requested by the principal officer or a manager. Any refunds are checked and authorized in accordance with authorization limits
Scale 6 and SO1 Assist with progressing and increasing the use of automation across the service in relation to the core processing and document management system and robotic processing	Increase in use of self-service portal Increased automation across the service leading to greater efficiency and accuracy of database. Processing from robots is accuracy checked and errors identified and referred to project lead for action. New workflow documents and processes introduced to identify priority work. Testing carried out for new releases or updates to the revenues management and document systems. SO1 New areas for automation identified, recommended/agreed, and introduced.
Scale 6 and SO1 Prompt decisions are made throughout all areas of processing and work output maximized to achieve service targets	Performance targets are met or exceeded Backlogs and blockages prevented. Clear, concise, and accurate information is provided via the most appropriate medium Debtors moved promptly through the recovery cycle. SO1 Work trays checked regularly to identify delayed work processes and feedback issues where appropriate to principal officer.

Scale 6 and SO1 Liaise with Valuation and Inspection team to ensure accurate database maintained.	Database reflects the Valuation Office Agency rating list. Accurate billing maintained. Bills to new and amended properties issued promptly.
Scale 6 and SO1 Assist with Maximisation of collection of Council Tax and Business Rates to meet internal performance targets.	Take up of Direct Debit encouraged as efficient method of payment and prevention of missed or late payments. Reminder notices, Final notices and summons issued for accounts in arrears in accordance with recovery schedule and all enquires received in this regard dealt with in a timely manner. Appropriate action instigated on a case-by-case basis to ensure the most effective method of recovery is used whilst considering customer ability to pay. Arrangements negotiated and agreed in line with procedures. Arrangements monitored and default arrangements promptly cancelled and alternative collection method identified to prevent arrears accruing. Unallocated cash reports reviewed to identify missing payments for allocation to correct accounts. Tracing activities undertaken including using external tracing tools to locate absconders Unrecoverable debts are recommended for write off and documented to meet Audit and internal requirements SO1 Process daily reports such as Enforcement Agent adjustment reports to ensure collection on correct liability Approved write offs are processed or authorised in accordance with authorisation limits.
Scale 6 and SO1 Apply the most appropriate enforcement activity after a Liability Order has been obtained based on legislation and service procedures	All action taken is in accordance with collection and recovery policies. Accounts correctly progressed through the recovery cycle and the recovery schedule followed. Attachment to earnings or benefits set up and monitored for payments.

	Accounts referred to Enforcement agents where applicable. Accounts identified for referral for further court action to the Court team if the automated route has been exhausted or not appropriate.
Scale 6 and SO1 Assist with updating procedures across the service as new legislation or work process is introduced	Decisions taken are informed by legislation and procedures. Correct and up to date information provided to customers and requested from customers where required. Areas lacking in policy or working practices are identified and procedures drafted. SO1 Assist with development of new policies and working practices across the service.
Scale 6 and SO1 Attend court, Tribunal Hearings or perform outreach work at advice surgeries on behalf of the service or council as required.	Advice provided to customers regarding liability or payment arrangements. Attendance as a witness at tribunals as required. Appeals against liability responded to within prescribed timescales. Vulnerable customers identified and assisted to make suitable arrangements, claim relevant Council Tax support, or award Discretionary Council Tax Hardship as applicable.
Scale 6 and SO1 Assist with staff training, coaching, and buddying new starters and colleagues,	Training plans developed and training facilitated and delivered as required. Apprentices to the service will be supported Internal work policies and procedures identifies and recommended for updating based on training needs. SO1 Training delivered to Apprentices, Scale 6 and SO1 officers as required. Induction plans completed and delivered for new starters. New starters mentored with advice provided to achieve service outcomes. Substantial support provided across the service.

Nature of Contacts

Liaise with internal stakeholders, external Enforcement agents, Department of Work and Pensions, Employers, managing agents and attend court to maximise Revenue collection. Involves supporting and guiding residents, stake holder and third parties to ensure a successful service

May involve direct contact with members of the public including dealing with challenging situations where influence may be needed.

Liaise with and/or advise senior members of staff regarding service issues, problems, and processes.

Deal with people at all levels confidently, sensitively, and diplomatically.

Procedural Context

Act within guidelines and standard procedures with discretion to allocate or otherwise organise work to meet service delivery requirements. Works within laid down procedures but needs to deal with day-today problems without always referring to others. To deal with more complex cases making decisions through knowledge/referral to relevant legislation and case law.

Decisions will be made based on Council procedures, policies, and legislation.

This post demands a high level of flexibility, a positive attitude and ability to adapt to changes due to service needs.

This post is office based, with homeworking available.

Occasionally the post will be expected to work from other locations and attend Courts or the Library as requested.

Key Facts and Figures

Reports to Revenues Team Manager (PO4)

Officers at grade SO1 will deal with more complex work and provide mentoring

Resourcing

Budget Responsibilities: Nil

Supervisory Responsibilities: Nil

Knowledge, Skills, and Experience

Knowledge

- Excellent knowledge and application of IT systems and software packages for

analysing, updating, and extracting information.

- Knowledge of Council Tax and Business Rates legislation.
- Excellent levels of literacy, writing in plain English and produce clear, concise, and well-structured written work.
- Excellent levels of numeracy to make detailed and accurate calculations.

SO1 additional

- Comprehensive knowledge of Council Tax and/or Business Rates legislation
- Some Knowledge of case law relating to liability and dealing with appeals

Experience

- Experience of having worked in a fast paced, customer focused environment and working with the general public, other organisations or agencies, face to face, telephone or in writing.

Ability

- Ability to work with minimum supervision, using problem solving skills and initiative to provide a customer focused support service.
- Ability to work flexibly, balancing competing priorities and meeting deadlines whilst understanding the needs, timescales, and deadlines of others
- Ability to deal diplomatically and confidentially with a wider range of stakeholders internally and externally
- Ability to identify improvements to processes and systems and to share the recommendations with the wider team.
- Ability to train on systems, policies, and procedures

SO1 additional

- Ability to analyse and interpret complex legislation and form logical conclusions
- Ability to advise staff on complex issues and cases
- Ability to collate and analyse statistical information
- Ability to assist and support the Revenues management team workload and team plans
- Ability to deal with escalations
- Ability to balance schedules for Business rates

Indicative Qualifications

English and Math Qualification (GCSE grade 4 or equivalent grade C or above), or relevant experience

Relevant professional qualification or membership such as IRRV

The above profile is intended to describe the general nature and level of work performed by employees in this role. It is not intended to be a detailed list of all duties and responsibilities which may be required. This role profile will be supplemented and further defined by annual objectives, which will be developed in conjunction with the post holder. It will be subject to regular review and the Council reserves the right to amend or add to the accountabilities listed.

