## JOB DESCRIPTION

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| **JOB TITLE:** Revenues Officer | **JOB NO:** TR0010BX |
| **GRADE:** GR3 *(consultation grade - subject to formal evaluation under the Pay Equity Review)* | **NO. OF POSTS:** |
| **DIRECTORATE:** Council Management | **DIVISION:** Revenues and Benefits |
| **DEPARTMENT:** Revenues | **SERVICE AREA:** |
| **REPORTING TO:** A Team Manager |  |
| **We have a bold ambition to transform the council, so we can serve the city and its citizens in the most effective way**.  Birmingham is a city of great diversity. We are renowned for being a pioneering city, with a City Council that is not complacent. The largest local authority in Europe, Birmingham City Council employs more than 10,000 people and we have big plans to reshape this incredible place for generations to come. | |

**1.0 PORTFOLIO RESPONSIBILITIES**

1. To take ownership of actions to ensure the prompt, accurate and efficient billing, collection and enforcement of Council Tax and /or Business Rates, in accordance with legislation, City Council policies and procedures, and to meet required targets. This includes updating records, dealing with complex letters, telephone calls and processes, offering advice and guidance to citizens and colleagues when required.

**2.0 KEY RESPONSIBILITIES (WHAT DO WE EXPECT THIS ROLE TO ACHIEVE)**

1. To take the appropriate action with due regard to the technical and legislative nature, giving advice and guidance and dealing personally with citizen and business accounts where necessary according to circumstances and behaviours. To maximise recovery of monies due to BCC and minimising cost.
2. To maintain accurate records and billing information based on information provided. To be able to check, verify and challenge when appropriate. Information may be provided by citizens/businesses/ 3rd parties.
3. To communicate with citizens, businesses, and 3rd parties in a professional and accurate manner. Maintaining communication using the appropriate mediums, for example email, letter, telephone or face to face.
4. To be able to reconcile accounts, understanding transaction postings, and the impacts of discounts and premiums.
5. To make payment arrangements in accordance with mandates and subject to determining the ability to pay of a citizen or business.
6. To recommend cases for action and prepare the same as appropriate. This may be for enforcement action.
7. Assist in the training of staff within the team.
8. To work with managers and assist in achieving corporate objectives and to contribute to initiatives, including working on projects.
9. To apply all City Council and Departmental policies including Anti-Poverty, Customer Focus, Health and Safety and Managing Absence and policy and procedures on Disciplinary, Grievance and Harassment, and to promote, adhere to and implement the City Council’s policy of equality of opportunity within your section/division and within the department generally.
10. To ensure that all relevant information is communicated effectively to both the team and to managers including full participation in team meetings.
11. To assist in and make recommendations for the write-off of accounts in line with agreed policy, standing orders and procedure. To assist with the monitoring of performance of partners and agents, e.g. Bailiffs, Valuation Office Agency, Service Birmingham etc and resolve operational issues. Also to assist with the preparation of information for Cabinet and other member reports, Government returns and the City’s annual Tax Base.
12. To communicate, liaise and represent the Division, as necessary, with other sections and departments within the City Council and with outside organisations, other third parties, stakeholders and customers.
13. To take action on computer generated reports. To decide appropriate recovery action, where necessary, and to update and monitor the accounts.
14. To interview taxpayers as necessary, including attendance at Court to advise taxpayers and to make arrangements for them to pay.
15. Contribute to the City Councils Sustainability Strategy by being aware of the resources required to undertake this work and making sure that resources are not wasted and disposed of in a sustainable way.

**3.0**  **Management Responsibilities (excludes those who are INDIRECTLY supervised i.e., through others)**

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| POST TITLE | GRADE | NO OF POSTS |
| None |  |  |

**4.0 SPECIAL CONDITIONS**

Additional areas of responsibility exist for the following:-

1. **Inspectors**

* Where the situation demands, and subject to appropriate consultation, you may be transferred to other duties commensurate with your grade, ability, and experience.
* The post holder is likely to be expected to deliver the service and the above duties from an office-based location, a home-based/homeworking location or actually in customers’ homes or business addresses using mobile working equipment dependent on the operational team on which they are based.
* The post holder may be expected to work out of office hours to suit customer and service needs which can include out of office hours work during the week and/or at weekends.
* To ensure delivery of the service at customers’ homes/places of business, the post holder will be required to transport necessary equipment and undertake citywide interviews with customers. Therefore, for these and for health and safety reasons it would be advantageous for the post holder to be in possession of personal transport facilities to effectively undertake this role.
* When undertaking visits, the post holder will need to recognise their responsibilities for their own health and safety and maintain adequate contact with the office.

1. **Quality Assurance**

* The post holder will be required to carry out quality assurance for colleagues and provide appropriate feedback as decided by line managers. This may be in a variety of formats including face to face, written or reports.
* In addition to provide input to process and procedure review and highlight areas for improvement to the quality of service provided.
* You will also be required to produce management reports using doc port, PMQA, Business Objects and RMS on a scheduled and ad hoc basis. Part of this role may also involve responding to Subject Access, Freedom of Information and Data Protection Act Requests.
* Occasional 3rd party liaison (such as Universities) may also be required.

1. Where the situation demands, and subject to appropriate consultation, you may be transferred to other duties commensurate with your grade, ability, and experience.
2. The office base will be in accommodation allocated to the Resources Department the location of which is subject to change from time to time, with visits to other offices and organisations about the city as and when required.
3. A 36.5 hour working week with flexible hours is in operation. The office hours may be subject to adjustment as may be necessary having regard to the requirements of the service.

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| DBS check required for the post. | Yes |  | No | **X** | |
| Level of check required | Basic | | |  | |
| Standard | | |  | |
|  | | | Adults Workforce | Children’s Workforce |
| Enhanced | | |  |  |
| Enhanced with barred list check | | |  |  |

**Person Specification**

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**Method of Assessment (M.O.A): Application Form; Work Based Exercise; Interview;** **Qualifications; Presentation.**

| **CRITERIA** | **ESSENTIAL**  **(DEFINE WHAT ESSENTIAL MEANS - GUIDANCE** | **M.O.A.** |
| --- | --- | --- |
| **Qualifications**  *Where qualifications are legally required for the delivery of a job role.* |  |  |
| **Experience**  *Relevant work and other*  *Experience that can include experience in volunteering, education, or personal life.* | |  | | --- | | 1. Experience and knowledge of Revenues Regulations. | | 1. Experience of working under pressure to meet priorities. | | 1. Experience of work in a busy office environment | | A F / I  A F / I  A F / I |
| **Skills & Ability**  e.g., written communication skills, dealing with the public etc. | |  | | --- | | 1. Good verbal and written communications skills, dealing with the public, 3rd parties and colleagues. | | 1. Organisational skills to meet priorities and deadlines. | | 1. Ability to work as part of a team as well as on own initiative. | | 1. To be computer literate and able to update and interrogate a number of application and databases. |  1. Ability to work to tight deadlines within work programmes in line with Revenues and Benefit requirements. 2. The ability to consistently produce accurate work. Together with the ability to identify and correct errors on records. | A F / I  A F / I  A F / I  A F / I  A F / I  A F / I |
| **Other** | Undertaking training and the delivery of training as necessary.  Support and application of the City Councils equal opportunities policy and other relevant policies and strategies adopted by the division. | A F / I  A F / I |

***At Birmingham City Council (BCC), we are committed to creating an environment and culture that promotes equality, diversity, and inclusion; making sure BCC is a place for people to be their best, authentic selves. We welcome applications from people of all backgrounds, including those with caring responsibilities and flexible working options will be considered. We are building up our vibrant staff networks for peer-led support, with safe spaces for those who need it and offer access to our talent programmes to support everyone in reaching their aspirations and fulfilling their potential.***

**Disability**

*As a Disability Confident Committed Employer, we take positive action to ensure people living with a disability or a long-term health condition feel supported, engaged, and able to fulfil their potential in the workplace. People with a disability telling us on their application form they wish to participate in the scheme and who can then demonstrate in their application that they meet the essential criteria for the role will be shortlisted and offered an interview.*

**Safeguarding**

*Everyone has a responsibility to safeguard the welfare of children, young people, and adults at risk, whatever the role of the individual, or Birmingham City Council service or Directorates they work in. Birmingham City Council will work with the appropriate statutory bodies when an investigation into child abuse or a safeguarding adult’s investigation is necessary.*

*The Council is committed to safe recruitment practices and recognises that this fits into an overall corporate approach to safeguarding across a range of functions that need to operate together to be effective. This applies to employees, volunteers, work placements, elected members, licencing, school transport arrangements and any other regulated positions.*

*The Council’s safe recruitment process includes pre-employment vetting which involves establishing full employment histories; proof of identity; satisfactory references; health assessment; checks of qualifications; asylum and immigration checks; and criminal record checks with the Disclosure and Barring Service.*

*The Council’s website will contain links to the current versions of safer recruitment policies that are in force.*

*In line with the has an overarching responsibility for safeguarding and promoting the welfare of all children/young people and adults in its area. All BCC employees are expected to:*

* *Work in a way that prevents and protects service users from abuse.*
* *To be aware of the signs of abuse or neglect.*
* *Recognise the signs of abuse and neglect; and*
* *Record and report any concerns or incidents.*

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| Date: | Name: | Signature: |
| Date reviewed: | Name: | Signature: |