

Job Profile

Position Details	
Job title	Revenues Officer
Directorate	Environment and Resident Experience
Business Unit	Revenues Services
Reports to	Revenues Team Manager
Grade	SC6
Job Evaluation Reference (For Office use Only; <i>not to be removed</i>)	JE673
DBS Check Required (For HR use Only; <i>not to be removed</i>)	No

Role Purpose
<p>To deal with all aspects relating to the accurate and prompt processing of work associated with Council Tax, Business Rates and BID Levy from initial billing through to recovery and enforcement.</p> <p>To work within a team of Revenues officers to provide a professional, proactive, customer focused service within the relevant team.</p>

Main Responsibilities
<ol style="list-style-type: none"> 1. Determine the correct liable party for Council Tax, Business Rates and BID levy in order for all required notices to be issued as soon as practicable. This is to be achieved in line with relevant legislation, case law & local procedures. 2. Ensure eligibility to any potential reliefs, discounts or, exemptions are identified and awarded within a timely manner whilst ensuring proper consideration is given to any application in line with legislation, case law & local procedures. 3. Provide high-quality professional advice, guidance and support in respect of Council Tax, Business Rates or BID levy to customers and external partners. This would include but not limited to, taxpayers, ratepayers, rating advisors, landlord, estate agents, solicitors, customer services (front facing and telephone contact centre staff), benefits service, housing service, EA companies and the Valuation Office Agency. 4. Assist in the review of discounts, reliefs or exemptions to maximise revenue due to the council and identify and reduce incidences of fraud. 5. Attend magistrates court liability order and other committal hearings in support of the Court Officer/Team Manager, assisting with the gathering of evidence prior to the hearing and interviewing customer who attend the hearing. 6. Make decisions upon and implement the appropriate form of recovery action in respect of customers who do not pay as demanded. These decisions are to be made in accordance with relevant primary/secondary legislation, local procedures and policies.

7. Accurately calculate and create refunds where overpayments have been made.
8. Identify and prepare reports for cases considered suitable for write off.
9. Keep up to date with relevant and appropriate legislation and the use of any software systems employed to discharge this work.
10. Actively trace absconders using specialist software and, where required, make detailed enquiries under the exemptions afforded to us under the Data Protection Act (collection of taxes).

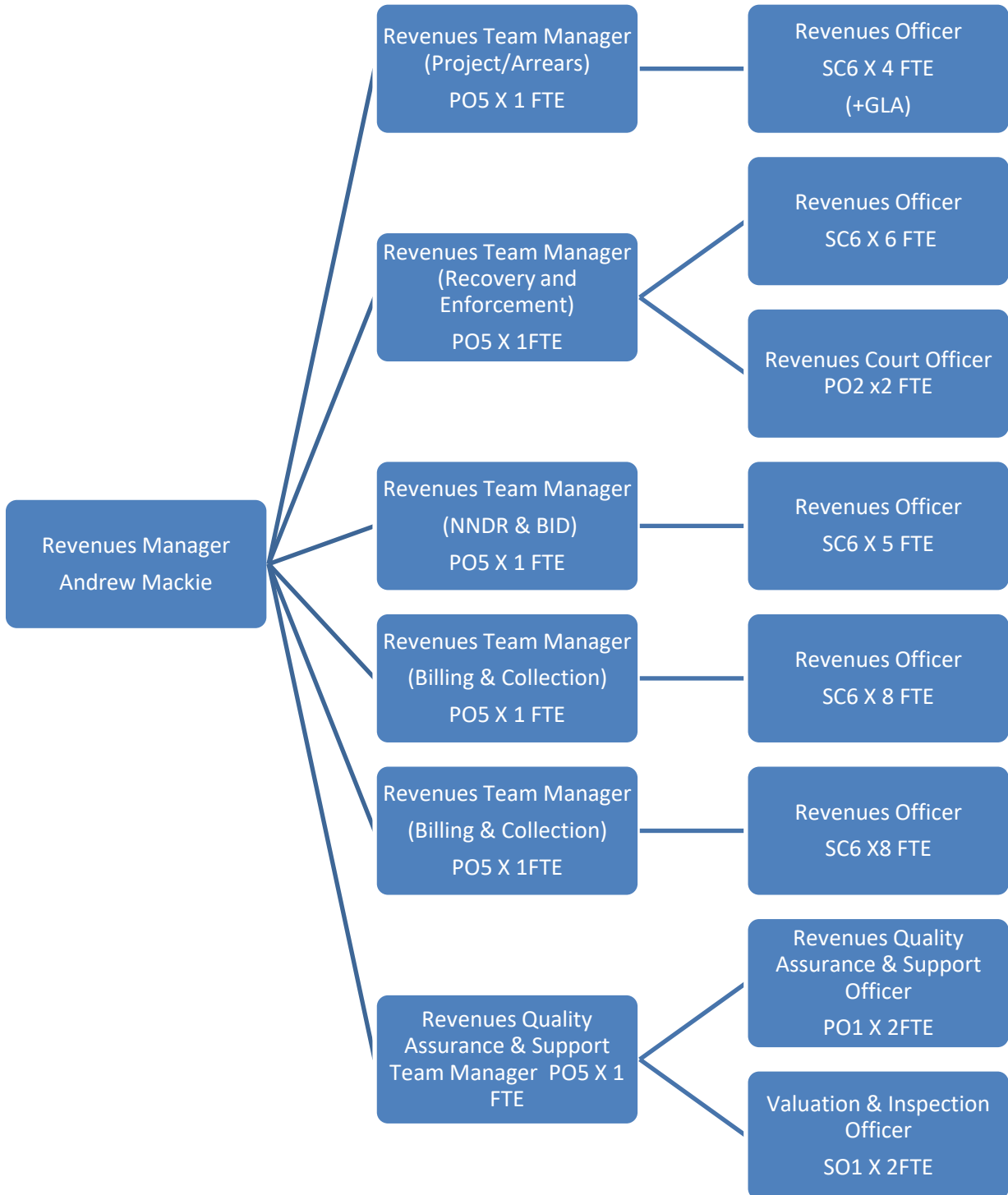
Generic Responsibilities
1. Understanding, knowledge and ability to follow guidelines that ensures compliance with Health and Safety at Work, Data Protection and other statutory requirements.
2. Understanding and commitment to promoting and implementing the Council's Equal Opportunities policies.
3. Knowledge and experience of using IT.
4. To undertake any other temporary responsibilities aligned with the overall purpose and grade of the role.

Knowledge, Qualifications, Skills and Experience	Essential or Desirable
Education/Qualifications	
A high standard of literacy and numeracy	E
Knowledge	
Practical working knowledge of the Council Tax or Business Rates legislation	D
Excellent levels of literacy, writing in plain English and able to produce clear, concise and well-structured written work.	E
Ability to make detailed and accurate numerical calculations.	E
Skills and experience	
Experience of working within a local government Revenues department dealing with Council Tax or Business Rates	D
Experience of using Northgate's i-world application	D
Experience of using an electronic document management system	E
Experience of working within a multi-disciplinary team	E
Excellent understanding of and ability to work with confidential information	E
Use of clear and logical thinking in assessing challenges, solving problems, and achieving timely outcomes	E
Ability to understand, retain and apply complex legislation and regulations	E
Excellent communication skills, including the ability to explain complex decisions both verbally and in writing.	E
Ability to analyse data to identify and correct discrepancies where appropriate	E
Ability to work on own initiative and as part of a team	E
Commitment to preventing, detecting, and deterring fraud	E
Commitment to the delivery of a customer-focused service	E
Accurate and methodical approach to work	E

Ability to cope with a high-volume, pressurised environment where customers are often under a high degree of personal and financial stress	E
A flexible approach to changes in procedures, processes, locations and day-to-day office duties	E

Main Contacts & Other Information
<p><u>Main Contacts:</u></p> <p>External</p> <ul style="list-style-type: none"> • Enforcement Agents • Valuation Office Agency • Department for Work and Pensions • Citizen's Advice • Landlords – both Housing Associations and private-sector landlords • Charities and support organisations <p>Internal</p> <ul style="list-style-type: none"> • Customer Services • Housing Service • Financial support Team

Organisational Structure



ADDITIONAL INFORMATION

Supervision / Management of People				
Please indicate (x) which group best describes the total number of staff the post holder is <u>directly</u> responsible for (please note indirect reports should not be included):				
None	Up to 5 staff	6 to 15 staff	16 to 49 staff	50 plus staff
x				
Are the staff based at the same work location?				Yes (this is a hybrid role including office and home working)
Will the post holder be responsible for contract / agency / project staff?				No

In the normal course of their duties would it be reasonable to expect the job holder to undertake, or be involved in, any of the following on a regular basis.

Work Environment					
Activity	Yes/No	% of working day	Activity	Yes/No	% of working day
Office duties.	Y	90%	Use of a computer.	Y	90%
Audio typing.	N		Crisis or conflict situations.	Y	10%
Walking more than a mile.	N		Manual handling.	N	
Working alone or in isolation.	N		Working in confined spaces.	N	
Driving a car, van or minibus.	N		Preparing or serving food.	N	
Exposure to infectious diseases, e.g. Tuberculosis (TB) or Hepatitis B.	N		Working in awkward positions, e.g. stooping, bending, reaching.	N	
Exposure to substances hazardous to health, including lead, asbestos or radioactive substances.	N		Operating heavy or hazardous machinery including forklifts, diggers or cranes.	N	
Regular and repetitive movements.	Y	85%	Standing or sitting for prolonged periods.	Y	90%
Outdoor work involving uneven surfaces.	N		Working at heights / on ladders, roof work.	N	
Working shifts / unsocial hours / nights.	N		Outdoor work involving extremes of temperature.	N	

Teaching, or responsibility for, children.	N		Control and restraint.	N	
Electrical hazards.	N				

Resources – identify & list personal and identifiable accountability for physical and financial resources including those of clients:
N/A
Cash/Financial Resources - Is the post personally and identifiably accountable for the accurate handling / security of cash and cheques? If yes, specify the average amount controlled at any one time and the nature of the accountability:
N/A
Plant/Equipment - is the post personally accountable for the proper use / safekeeping of plant / equipment? If yes, please indicate the type(s) of plant/equipment and the nature of the accountability:
N/A
Stocks/Materials - Is the post personally accountable for materials / items of stock? If yes, please indicate the type and approximate value and the nature of accountability:
N/A
Data Systems - is the post personally accountable for the use, manipulation and safekeeping of data systems whether manual or computerised? If yes please indicate the type of system(s) and the nature of the accountability, whilst explaining the importance of the data systems to the Council's operations:
N/A
Buildings - Is the post personally accountable for the proper use and safekeeping of buildings. If yes, please indicate the type of building(s) concerned and the nature of the accountability:
N/A

VERSION CONTROL

Version 1	Written by (name): Date:	Andrew Mackie 27/06/2023	Evaluated by: Date:	Reward (external evaluator) 10/07/2023
Version 2	Amended by (name): Date:	Andrew Mackie 18/09/2023	Evaluated by: Date:	
Version 3	Amended by (name): Date:	Kari Manovitch 18/09/2023	Evaluated by: Date:	

FOR OFFICE USE ONLY

Have the following been included: -	
Delegated Authority Form (whether fully completed or draft)	No
Structure Chart	Yes
What is the evaluation request for	Restructure
Evaluation Reference Number	JE673