

**Job profile**

<b>Post title</b>	Revenues Officer
<b>Band</b>	Sevenoaks: Grade C
<b>Responsible for</b>	n/a
<b>Responsible to</b>	Revenues Team Leader

**Purpose of post:**

To work as part of a team responsible for the billing, administration, collection and recovery of council tax in an efficient and effective manner.

To answer customer enquiries over the telephone and through emails and letters and maintain accurate computer records ensuring maximum collection and a high standard of customer service.

**Key activities:**

**Technical Specialism**

- To ensure all accounts are correctly billed by establishing liability, granting appropriate discounts/exemptions and maintaining correct name and address records
- To ensure all accounts are recovered efficiently and effectively, utilising the most appropriate method for the individual debtor, updating the system to reflect the correct recovery status
- To maintain a thorough knowledge of existing relevant Council Tax legislation, both primary and secondary as well as keeping up with any amendments and updates to legislation
- To process all correspondence (using a document imaging system) in accordance with set priorities and deadlines

- To answer customer enquiries over the telephone in respect of all aspects of Council Tax including liability, discounts/exemptions, instalments, reminders and recovery actions
- To process Direct Debit applications through a variety of means including over the telephone with customers and online as well as dealing with Direct Debit amendment sheets as provided by banks to strict deadlines and targets
- To process Direct Debit and Reminder Read Only documents to ensure that Direct Debits are collected and reminders are issued correctly
- To process information provided by the Valuation Office Agency regarding band changes and new builds as well as ensuring that new builds are set up on system
- To assist with training in terms of new procedures being implemented and shadowing/being shadowed by new members of staff
- To be alert to potentially fraudulent claims for discounts and exemptions and referring these cases to Fraud and then making decisions based upon their investigation
- To deal with queries from customers on the telephone providing advice and guidance in connection with their Council Tax accounts, in accordance with the Data Protection Act, relevant authority's policies and implementing the Council's safeguarding policy when appropriate
- Working closely and building good relationships with other Council departments and external customers
- To assist with court preparation and to attend court to answer customer enquiries and make arrangements for payment as required and process the documents within the timescales after court
- To action any daily, weekly or monthly adjustment reports within set targets and update and note the accounts regarding any recovery action
- To deal with third parties in respect of action taken to recover unpaid council tax and any queries that may arise e.g. Enforcement Agents, Citizens Advice, debt advice agencies and employers, Department for Work & Pensions
- To deal with insolvency/debt relief order, bankruptcy, charging order enquiries from the account holders or a third party acting on their behalf either verbally or written

- To carry out tracing for account holders of closed accounts with outstanding debt(s) as per procedures
- To carry out financial assessments with customers over the phone in respect of a payment plan for council tax arrears when necessary
- To ensure that the information held on the accounts is accurate in respect of name(s) and contact details for phone number(s) and email address, employer information

### **Customer Focus**

- Consistently demonstrate a polite and courteous attitude, showing respect, empathy and understanding
- Be able to communicate effectively verbally and in written correspondence to customers
- To provide a high quality and consistent service by ensuring all accounts are processed in accordance within performance targets and service targets

### **Partnership Requirements**

- To participate in any relevant training for the duties of this post and to achieve the key objectives of the relevant authority
- To carry out any other related duties as may be directed by the Revenues Team Leader(s) and Council Tax and Recovery Manager
- Comply with corporate policies, procedures and guidance
- Embrace the values and behaviours of the council.
- Participate fully in the Councils staff appraisal schemes
- Comply with standard employee Health & Safety at Work responsibilities

**Person Specification**

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	<b>Essential</b>	<b>Desirable</b>
<b>Approach</b>	<ul style="list-style-type: none"> <li>■ Demonstrates exceptionally high standards of customer service delivery. Deals with enquiries, problems and difficult situations in a calm and reasoned manner on the phone and in written correspondence</li> <li>■ Can demonstrate attention to detail and has an eye for accuracy, as well as an open-minded approach to new ideas and innovations.</li> <li>■ Works well as part of a team and individually and shows commitment to team and individual objectives and targets.</li> <li>■ Demonstrates excellent communication skills and can use them effectively in relations with internal and external stakeholders</li> <li>■ Has confidence to effectively represent the Council and has good decision making skills</li> <li>■ Proactive in looking for new ideas and innovations to improve service delivery.</li> <li>■ Experience in working in a busy working environment and can demonstrate the ability to prioritise work</li> <li>■ Reliable, flexible, hardworking, enthusiastic, able to plan organise and deliver multiple projects and meet</li> </ul>	

	<p>deadlines.</p> <ul style="list-style-type: none"> <li>■ Manages time and resources effectively.</li> <li>■ Genuine desire to give a good public service.</li> </ul>	
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>■ A knowledge of Council Tax</li> <li>■ An ability to analyse &amp; evaluate legislation.</li> <li>■ Computer literate and numerate, experience of Microsoft Office including outlook, word, Excel and other Windows applications. Have the ability to be able to understand new systems quickly</li> <li>■ Thorough understanding of techniques and procedures acquired through training and significant work experience. Ability to interpret custom and practice or standard precedents to determine how problems should be tackled.</li> <li>■ Experience of working within an office environment or similar</li> <li>■ Experience of liaising and/or working with the general public, other organisations and agencies, specifically over the telephone</li> </ul>	
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>■ Good general standard of education</li> <li>■ GCSEs or equivalent, grades A-C in Mathematics and English</li> </ul>	<ul style="list-style-type: none"> <li>■ IRRV qualification</li> </ul>
<b>Competencies</b>	<ul style="list-style-type: none"> <li>■ Ability to work flexibly, on own initiative and as part of a team.</li> <li>■ Ability to handle difficult situations.</li> <li>■ Ability to make detailed and accurate numerical calculations.</li> <li>■ Ability to work under pressure and meet deadlines.</li> </ul>	

	<ul style="list-style-type: none"> <li>■ Ability to use relevant information quickly and efficiently to make effective decisions</li> <li>■ Analyses problems and develops solutions.</li> <li>■ Effective verbal and written communicator</li> <li>■ Excellent customer care skills and good customer care practice</li> </ul>	
Other	<ul style="list-style-type: none"> <li>■ Willingness to undertake any relevant training</li> <li>■ Smart appearance, punctual and reliable</li> </ul>	