



## Job Description

Job title	Revenues Enforcement Officer	Hours	Between 30, and 37 hours, pw Flexible working options are available, including job share
Department	Revenues (Enforcement)	Salary	Pro rata up to SK9 (£29,931 per annum)
Location	Mix of home and office based	Contract	Permanent

### Main Job Purpose

1. To work under the direction of the Council Tax and Business Rates Enforcement Team Leader to administer collection and recovery of Council Tax and Business Rates in an accurate, effective, and efficient manner.
2. To provide an efficient service maintaining customer accounts in accordance with statutory provisions and local procedures.
3. Represent the Council in the Magistrates Court for matters concerning non-payment.

This role is not politically restricted.

### Main Statement of Responsibilities

1. Main responsibilities of the role:

- Develop and maintain sufficient levels of knowledge and understanding of council tax and business rates legislation so that all duties are effectively and accurately undertaken in an efficient manner.
- Maximize the recovery rate in respect of all income due from Council Tax by pursuing the most effective form of action available to secure payment.

2. Ensure that the recovery of all debts relating to council tax, business rates, is carried out efficiently and effectively and in accordance with agreed procedures, Council policies and appropriate legislation:

- To check the accuracy of and dispatch of reminders, final notices, summons' notice of liability orders (7-day letters), and bailiff instructions, and any other correspondence. Promptly and in accordance with the agreed recovery timetable.
- To identify the most appropriate means of recovery following the issue of a notice of liability order.
- To identify accounts for write off and submit for authorisation within agreed timescales and procedures.
- To deal with applications for time to pay and make decisions regarding payment terms within agreed timescales and procedures.
- Act promptly on information received to process any changes.
- Ensure that all accounts are properly reconciled, and that revenue and performance is maximized at all times.
- Ensure that all enforcement legislation is complied with and that all bills, notices, and summonses are correct. Updated March 2025



3. Working within our Revenues Enforcement Team, you will undertake the administration for the recovery of Council Tax and Business Rates, initiating recovery action in accordance with legislation, Council policies and local procedures to support income maximization. Ensuring the appropriate recovery action is taken against non-payers is vital and therefore you will need to be accurate, effective and efficient. You will contribute to improve collection rates by negotiating payment plans from customers, maintaining accurate records and deciding the appropriate form of recovery action to take
4. Ensure the effective presentation of cases likely to result in court action and act as the Council's representative in respect of recovery of council tax, business rates and committal liability:
  - To attend Magistrates/County Court as required and present evidence, if required to do so, after appropriate training
  - To gather evidence and prepare case files in conjunction with other sections within the Council (for example, Legal Services) and/or any appropriate external agencies.
  - To check, and dispatch of, summonses, once signed, promptly and in accordance with the agreed recovery timetable.
  - To assess accounts that are at pre-committal stage and issue committal summons' in accordance with procedures.
5. Liaise with customers, internal teams, and outside agencies:
  - Provide advice and information to council taxpayers and other external and internal customers on all aspects of council tax and business rates.
  - Liaise with members of the public by telephone, correspondence and face to face as required.
  - To respond appropriately to correspondence, enquiries, and letters
  - Work closely with the Revenues and Benefits Team to provide a wholistic service for the customer.
  - Liaise with relevant internal and external stakeholders to obtain information in respect of Council Tax liability.
  - To notify Enforcement Agents of any direct payments or changes to accounts, including changes of address as soon as possible
  - Adopt effective and constructive relationships with colleagues and external contacts to promote effective partnership working for the delivery of high-quality services.
  - To support the Enforcement Co-Ordinator in adhering to all council policies and Government legislation. Ensuring that legislation in respect of data protection and freedom information is adhered to at all times.
6. Undertake any other responsibilities aligned with the overall purpose and grade of the role.



## Core values

Our vision is to “be the best district in which to live, work, and visit.” To achieve this promise, we are building an organisation with a strong internal culture. Our values determine how we behave and deliver services to our residents and businesses and how we interact with each other, and we believe that our values are just as important as skills.

They focus attention on six areas:

### Trust

- We act with credibility, professionalism and integrity in all that we do.
- An important guiding principle in the Council’s operations and decision-making process, Trust is found in all relationships; from colleagues, Members and building our resident’s trust.

### Empowerment

- Committed to creating an environment where colleagues are encouraged and supported to take initiative.
- A culture of collaboration and teamwork where everyone is encouraged to share ideas, contribute and work together.

### Accountability

- Taking responsibility for our actions and operating in a transparent manner.
- Being responsible for our own performance.

### Making a Difference

- Addressing the complex challenges we face with innovative solutions.
- Driven by a purpose to create a positive impact and improve the lives of residents and the community of South Kesteven.

### Supportive to All

- Putting residents at the heart of everything we do.
- Being an inclusive Council that values and celebrates diversity.

### Kindness

- Empathy and understanding of others.
- Treating everyone with respect.





### Flexibility

Some flexibility in the working hours will be required from time to time. This job description is not intended to be exhaustive. The post holder will be expected to adopt a flexible attitude to duties which may have to be varied (after discussion with the post holder) subject to the changing needs of the organisation.

### Person Specification

#### Relevant Experience, Skills and Knowledge

##### Essential

- Knowledge of relevant local taxation legislation, best practice, and customer care procedures.
- Knowledge of council tax and business rates functions and processes.
- Experience of working in a finance –related/customer service area.
- Experience of computerised databases and other current information technology.
- Able to make prompt and clear decisions. Updated March 2024 Desirable
- Experience of working in enforcement of council tax or business rates.
- Experience of using the Northgate Revenues IT system.

#### Relevant Qualifications

##### Essential

- Qualified to a good general standard of education (5 GCSEs (A-C) or equivalent). This is only a requirement if the “experience of working in a finance-related/customer service area” criteria are not met).
- Current driving licence or the ability to make suitable arrangements.

##### Desirable

- Relevant professional qualification in Revenues.

#### Communication and Interpersonal Skills

##### Essential

- Accountable and willing to take responsibility for own actions.
- A flexible approach in terms of place and cross-organisation working.
- Able to work fairly and ensure policies are applied consistently.
- A collaborative approach to working with colleagues, external organisations, and partners.
- Contribute ideas and learning to support the Council as a learning organisation.
- Effective customer care skills, both written and oral.
- Ability to remain calm under pressure.
- Ability to work to deadlines and to adapt to changing priorities.
- Ability to organise / prioritise work to achieve performance targets.
- Ability to work on own initiative.
- Ability and willingness to work as part of a team.
- Flexibility in terms of hours, duties, and preparedness to undertake any tasks required.