

# Job Vacancies



**Visiting Officer**  
**Part Time - 18.5 hours per week**  
**Grade 6 - £27, 711 - £29,093 per annum pro rata (pending pay award)**

Due to the needs of the Shared Service, an opportunity has arisen to recruit a part-time Revenues Visiting Officer for the Revenues team at Lancaster, on a permanent basis.

This key post will prioritise the requirement to inspect and identify empty and occupied council tax and business rate properties for revenue purposes. The post holder will also be expected to undertake benefit visits to resolve outstanding enquiries and offer advice and assistance to the most vulnerable clients.

Duties include:

- The inspection of new, altered and empty properties, obtaining information re: ownership and occupation for all council tax and business rate enquiries.
- Conduct inspections relating to reliefs for both council tax and business rates.
- Keeping accurate records of inspection and ensure that inspections are completed in a cost-effective manner to maximise revenue.
- Provide information to the public in accordance with current legislation, with particular emphasis on customer care.
- Provide witness statements and give evidence when required in tribunal and court proceedings.

We are looking for an enthusiastic, self-motivated person with the ability to work alone and manage their own workload to meet deadlines. A working knowledge of revenues, together with good communication skills and a customer care attitude is essential, whilst knowledge of the demographic and geographical area, and an understanding of work in the benefits environment is considered highly desirable.

Candidates must have a full current UK driving licence. The post is accredited with casual user car allowance.

As an employer we like to thank our employees for their hard work and commitment by giving them the opportunity to access a range of employee benefits including flexi time, hybrid working, a minimum of 28 days' annual leave (plus Bank Holidays), family friendly policies, access to an Employee Assistance Programme, Local Government Pension Scheme, AVC's, life assurance scheme, discounted parking, bus and rail fares and a cycle to work scheme.

**International Sponsorship** - this role is **not** open to International Sponsorship

## JOB OUTLINE

|                                      |  |  |
|--------------------------------------|--|--|
| <b>Dept: Community and Wellbeing</b> |  | <b>Section: REVENUES &amp; BENEFITS (SHARED SERVICE)</b> |
| <b>Post No:</b><br>CORV02029         | <b>Designation:</b><br><br><b>VISITING OFFICER</b> | <b>Grade: 6</b><br><b>SCP</b>                            |

### **Purpose of Job:**

To inspect domestic and commercial properties within the City with a view to maintaining accurate records and maximising income to the Council, and to undertake benefit visits to customers when required.

### **Main Duties/Responsibilities:**

- To report to the Council Tax Manager.
- To regularly inspect and review all new, altered, and empty properties, obtaining information concerning ownership and occupation for both Council Tax and Business Rates, working across two sites as workloads dictate.
- To conduct inspections relating to Council Tax discounts, exemptions, and disabled relief.
- To conduct inspections relating to Business Rates applications for mandatory/discretionary relief, hardship relief, section 44A and leaseholder/owner traces.
- To organise and undertake visits to customers in their own homes to verify benefit claims, claimant status and gather all associated evidence.
- Keep accurate records of inspections and ensure that inspections are completed in the most cost-effective manner to maximise revenue.
- To liaise with the Valuation Office where alternations are complete to maintain the Council Tax Valuation and Ratings Lists.
- Undertake trace enquiries and carry out appropriate investigation into apparent discrepancies in the property databases.
- To organise and undertake home visits in connection with other Revenues business as required.
- Identify and report changes to the Listing Officer for assessment.
- To provide witness statements and give evidence where required in tribunal and court proceedings.
- To report all cases where fraud is suspected to the Corporate Fraud team.
- To assist the Fraud Team when required in the gathering of information where fraud is suspected.
- Ensure that all procedures are carried out and information given to the public is in accordance with current legislation, regulations, and council policy, with particular emphasis on customer care.
- To deal with members of the public by telephone, correspondence and face to face as required.
- Actively contribute towards the requirements, standards and targets laid down by DWP, the Corporate Plan, the Service Business Plan and individual Team Key Work and Performance Objectives.
- To ensure that any matters that are restricting the quality of service provided are reported to Senior Officers
- To attend meetings as required or where directed by Senior Managers.
- To assist with relevant projects where directed by Senior Officers.
- To undertake professional training to meet business needs and/or as legislation changes and provide advice and guidance to other officers as required.
- To ensure that information is always secure.
- Participate in the Authority's staff development review process.

- Ensure compliance with Health & Safety policies and Data Protection and Freedom of Information Act principles
- Ensure that services are delivered in a manner that maximises equality of opportunity and extends availability and accessibility to all sections of the community.
- To fulfil upon request any task reasonably requested of him / her and falling within the range of his / her expertise.

This job description is current at the date shown below. In consultation with you it is liable to variation by management to reflect, or anticipate changes in, or to, the job.

NB: The Council is an equal opportunities employer and provider of services. The Council has a statutory duty to promote race equality and all employees must be aware of that duty and work to the Council's equality standards.

In addition, other duties at the same level of responsibility may be allocated at any time

Date Produced: September 2022

**Position in Departmental Structure:-**

Head of Shared Service  
|  
Revenues Manager  
|  
Council Tax Manager  
|  
**Visiting Officer (R&B)**

## EMPLOYEE SPECIFICATION

|   |  |   |
|---|--|---|
| <b>Directorate: Community and Wellbeing</b> |  | <b>Section: REVENUES &amp; BENEFITS<br/>(Shared Services)</b> |
| <b>Post No:</b><br><b>CORV02029</b>         | <b>Designation:</b><br><b>VISITING OFFICER (Part time 18.5 Hours per week)</b> | <b>Grade: 6<br/>SCP 12 - 15</b>                               |

### Qualification:

- (E) Good standard of general education
- (E) Grade C or above GCSE / O Levels or equivalent in at least 4 subjects including Maths and English or equivalent work experience
- (D) IRRV Technician

### Knowledge/Skills/Abilities:

- (E) Excellent communication skills
- (E) Ability to deal with members of the public in a pleasant, and efficient manner
- (E) Ability to work under pressure and manage own workload
- (E) Ability to perform effectively in a team contributing fully to the team's objectives
- (E) Good organisational skills and the ability to meet deadlines
- (E) Good decision-making skills and the ability to work on own initiative
- (E) Good record keeping and an attention to detail
- (E) Possess PC and keyboard skills with an ability to use a variety of computer software systems
- (D) Working knowledge of Council Tax & Business Rate legislation
- (D) Demographic and geographical knowledge of the local area
- (D) An understanding of work in a Housing Benefits environment
- (D) Knowledge of other Revenues services provided by the Council

### Experience:

- (E) Working with minimum supervision.
- (E) Dealing with members of the public
- (D) Dealing with members of the public in a Revenues / Benefits environment
- (D) Administration of Revenues / Benefits software systems

### Special Requirement:

- (E) Smart and presentable appearance in representing the council in the public arena
- (E) Out of office hours working when required, occasionally at short notice
- (E) Required to work over two sites when necessary
- (E) Full driving licence and use of a car

NB E Essential  
D Desirable