

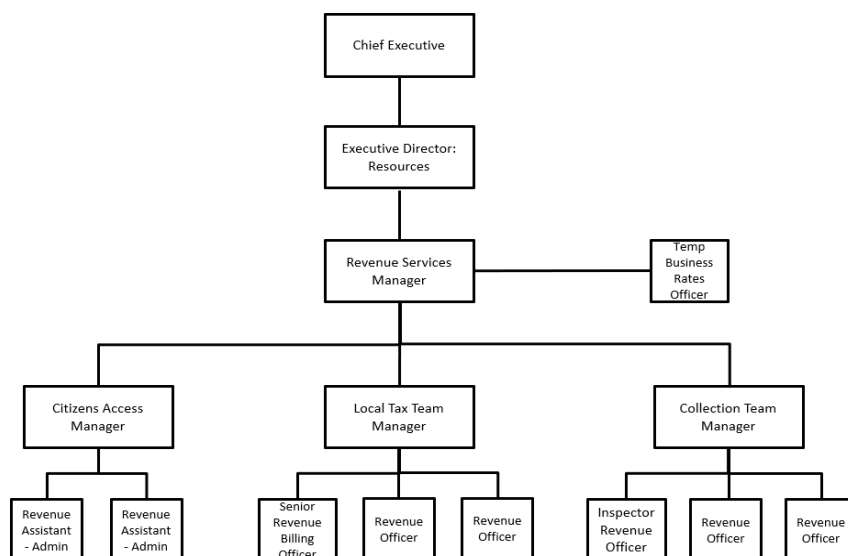
JOB DESCRIPTION

Job Title:	Revenue Assistant		
Directorate:	Resources	Salary:	£25,989 - £29,540 plus £729 London Weighting Allowance
Section:	Revenue Services	Grade:	BG-I, SCP06-14
Location:	Time Square	Work Style:	Flexible

Key Objectives of the role

To support members of the public in all aspects of their council tax or business rates liability, including signposting to relevant organisations both internal and external to the council.

Designation of post and position within departmental structure



Daily and monthly responsibilities

- Answering telephone queries in a timely and polite manner.
- Support and contribute to the delivery of Revenue Services with a focus on customer care.

- To input and retrieve information from computer systems via PC-based applications. Competence to accurately update individual accounts with a range of service requests including but not exclusively changes of address, direct debit paperless set-up and maintenance, refunds, discount / disregard / relief and exemption awards and payment plans, utilising knowledge of extensive legislative restrictions and service parameters.
- Maintenance of accounts when dealing with debt recovery enquiries.
- Continuing drive to encourage customers to self-serve and apply for e-billing when available.

Scope of role

Support and contribute to the delivery of Revenue Services with a focus on customer care.

To input and retrieve information from computer systems via PC-based applications.

Competence to accurately update individual accounts with a range of service requests including but not exclusively changes of address, direct debit paperless set-up and maintenance, refunds, discount / disregard / relief and exemption awards and payment plans utilising knowledge of extensive legislative restrictions and service parameters.

Maintenance of accounts when dealing with debt recovery enquiries including reminders, final notices, Magistrate court summons, and other contact in respect of council tax and non-domestic rates. Drawing appropriate solutions from the range agreed and made available by Revenues Managers to resolve any issues whilst maintaining service aims to maximise collection rates. Facilitate system updates and upgrades whilst maintaining an active and accessible system for residents.

Assessing and resolving disputes regarding liability, remaining firm and consistent when applying liability decisions.

Alerting other interested parties, including the council's benefits section, where information is received that may be of interest to them.

In all tasks, being aware of, and compliant with, legislation appropriate to council tax and assist with the implementation of any changes.

Continuing drive to encourage customers to self-serve and apply for e-billing when available.

Be willing to improve and develop your own skills and learning.

Commitment to the Council's Equal Opportunities policy at all times

Commitment to working within the bounds of the Data Protection Act and GDPR legislation at all times

Such other duties as may from time to time be necessary, compatible with the nature of the post. It should be noted that the above list of main duties and responsibilities is not necessarily a complete statement of the final duties of the post. It is intended to give an overall view of the position and should be taken as guidance only

PERSON SPECIFICATION

KEY CRITERIA	ESSENTIAL	DESIRABLE
Skills and qualifications	<ul style="list-style-type: none"> Good basic qualifications with 4 GCSE passes or equivalent grade C/4 or above to include English and Maths. 	<ul style="list-style-type: none"> IRRV Tech.
Competence Summary (Knowledge, abilities, skills, experience)	<ul style="list-style-type: none"> Strong written and oral communication skills Competent in the use of keyboards and computer systems. Good administrative and organisational skills. Ability to respond quickly to challenging and changing situations. 	<ul style="list-style-type: none"> Experience of working within local government or the public sector. Knowledge and experience of a revenues system.
Work-related Personal Requirements	<ul style="list-style-type: none"> Self-motivated, confident, resilient, enthusiastic and results focused. Flexible, adaptable and comfortable with ambiguity. Ability to handle and interpret data. Show initiative and independence in decision making. High standard of accuracy. 	<ul style="list-style-type: none"> Experience of administration and collection of taxes. Experience of using a range of computer software, particularly financial and Windows based systems.
Other Work Requirements	<ul style="list-style-type: none"> This role has been identified as public facing in accordance with Part 7 of the Immigration Act 2016; the requirement to fulfil all spoken aspects of the role with confidence in English applies 	
Role models and demonstrates the Council's values and behaviours	<p>Our values define who we are. They outline what is important to us. They influence the way we work with each other – and the way we serve our residents and engage with our communities.</p> <p>We make our values real by</p>	

demonstrating them in how
we behave every day.

All staff should hold a duty and commitment to observing the Council’s Equality & Dignity at Work policy at all times. Duties must be carried out in accordance with relevant Equality & Diversity legislation and Council policies/procedures.

