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| **Job Description** |



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| **JOB TITLE** | Revenues Officer |
| **REPORTS TO** | Senior Revenues Officer and Revenues Team Leader |
| **DIRECT REPORTS** | none |
| **INDIRECT REPORTS** | none  |
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| **PURPOSE OF THE JOB ROLE** |
| The Revenues Officer will work within a team dealing with all aspects relating to the accurate and prompt processing of work associated with Council Tax and Business Rates, from the creation of properties or accounts in the databases to the recovery and enforcement of Council Tax and Business Rate arrears. They must ensure that matters relating to Council Tax and Business Rates are dealt with promptly, balancing the need to support the delivery of a personalised service to residents with the need to protect the council’s financial interests.  |
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| **MAIN DUTIES AND RESPONSIBILITIES** |
| 1. Provide a comprehensive processing function for the administration of Council Tax and Business Rates accounts from the creation or properties/accounts in the databases to the recovery and enforcement of Council Tax and Business Rate arrears.
2. Maintaining a sound knowledge of the Council Tax and Business Rates legislation by keeping up to date with Government led changes.
3. Make decisions in respect of applications for council tax and business rate discounts, exemptions and reductions by applying the current revenues and rating regulations.
4. Make payments by cheque and BACS in respect of Council Tax refunds and Business Rates refunds.
5. Ensure timely and accurate action relating to Direct Debit instructions. Including setting up new accounts, amendment of existing instructions, processing the BACS errors and warnings lists.
6. Maximise the council’s recovery rate in respect of all income due from Council Tax and Business Rates by pursuing the most effective form of action available in order to secure the payment of these debts.
7. Attend Magistrate’s court on a monthly basis or as and when required in order to deal with council tax and business rate customer enquiries.
8. Monitor cases where liability orders have been obtained taking the most appropriate action to recover outstanding arrears.
9. To liaise with relevant internal and external stakeholders in order to obtain appropriate information in respect of Council Tax and Business Rates.
10. Deal with customer enquiries received in writing, face to face and by telephone by providing accurate information in a polite, friendly and efficient manner in order to meet the service commitment to a high level of customer care.
11. Using best practice and responding to all requests and enquiries in a professional, timely and effective manner.
12. Use the council’s document imaging system to manage all correspondence and documents associated with a case.
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| This job description outlines the main duties and responsibilities but does not detail every task required for service delivery. You may be asked to take on additional duties at an equivalent level, on a temporary or permanent basis. |
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| **GENERAL RESPONSIBILITIES** |
| Standard responsibilities that apply to all council staff or specific groups are set out in the [Employee Handbook](https://www.rbwm.gov.uk/media/2074/download/), these include:

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| * Corporate management
* Information governance compliance
* Whistleblowing
* General Safeguarding Statement
* Project and work management
* Working in a team
 | * Risk management including Health & Safety
* Business continuity
* Equality of Opportunity
* Our corporate values
* Budget management
* Specific responsibilities for managers
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Local operating procedures and specific activities/tasks will be supplied by the service. |
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| **PERSON SPECIFICATION** |
| **Qualifications/Education/Training**  | * Good basic qualifications with 4 GCSE passes to include English and Maths.
* Level 2 NVQ in Customer Service Level or compensatory experience.
* IRRV Technician or above (desirable)
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| **Experience**  | * Previous experience in computerised processing of Council Tax and Business Rates accounts in line with the relevant legislation
* Ability to handle sensitive, difficult situations considerately
* Aware of the need for and capable of prioritising work and meeting deadlines
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| **Skills, Abilities and Competencies**  | * Good communication and interpersonal skills
* Good telephone manner with a clear voice
* Ability to communicate clearly and concisely (orally and in writing)
* Ability to handle upset or aggressive customers
* Ability to present a professional and cheerful manner to the public and colleagues and remain calm under pressure
* Self-motivated, committed, reliable, hardworking and enthusiastic in the pursuit of achieving team targets for turnaround and customer care
* Acts with honesty, integrity and discretion. Taking ownership for and resolving customer issues.
* Takes a proactive approach to meeting the needs of customers
* Displays drive and energy to achieve results.
* Sets, agrees and delivers on objectives
* Contributes to effective teamwork.
* Aligns behaviour to the needs/priorities/goals of the organisation as a whole
* Proactive approach to work and a “can do” attitude.
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| **Specific Working Requirements** | None |
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| **OTHER/SPECIAL REQUIREMENTS FOR THIS ROLE**  |
| **DBS check required for this role** | Standard |
| **Is this role “politically restricted”?** | No |
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| **ADDITIONAL JOB DETAILS** |
| **Job Grade** | 5 |
| **Directorate** | Resources |
| **Service Area** | Revenues and Benefits |