

## JOB PROFILE

<b>Directorate:</b>	Customer Experience
<b>Service Area:</b>	Revenues and Benefits
<b>Job Title:</b>	Revenues Officer
<b>Grade:</b>	D
<b>Post Number:</b>	M555
<b>Base/Location:</b>	Charnwood Borough Council Offices
<b>Responsible To:</b>	Revenues Billing and Enquiries Team Leader
<b>Responsible For:</b>	N/A
<b>Key Relationships/ Liaison with:</b>	Finance, Recovery Team, Revenues Team, Customer Services, Charge payers.

### Job Purpose

- To work as part of the Billing and Recovery team with primary responsibility for the billing and collection of council tax.
- To accurately establish council tax liability including entitlement to discounts, reliefs, and exemptions.
- To negotiate and monitor payment arrangements to ensure maximisation of council tax collection.
- Delivery of an effective and appropriate service to all service users, fairly and without discrimination.

### Main Duties and Responsibilities

1.	To work as part of the Revenues Billing Team, dealing with all aspects of establishing council tax liability and initial debt recovery using Capita One Revenues and Benefits and One Digital Software.
2.	Update accounts and award discounts and exemptions in accordance with current legislation and Council policies.
3.	Undertake discount, premium and exemption reviews as required ensure accuracy of awards.
4.	Maintain knowledge of current Revenues systems to ensure accurate input of data to ensure that Council Tax bills are issued correctly.
5.	Liaise with customers over the phone or in person to negotiate acceptable payment agreements within defined guidelines, accept and process changes to accounts including discounts and exemptions.
6.	Discuss with your Team Leader unusual, complex, or sensitive cases to establish the appropriate resolution and establish the correct liability.
7.	Monitor accounts and intervene at an early stage if customers default on their

	repayment arrangement.
8.	Ensure that vulnerable debtors are given support and help when arranging a suitable repayment plan.
9.	Assist colleagues in preparation for issue of reminders, final notices and Court Hearing documents and support of customers prehearing.
10.	To carry out any other clerical duties commensurate with the grade of post as directed by a Team Leader and / or Revenues and Benefits Manager.
11.	To meet individual objectives which contribute to achieving Service outcomes in a way which is responsive and flexible to changing needs.
12.	To contribute positively to the continuous improvement in the Revenues and Benefits Team and support the council in its drive to achieve excellence.
13.	The postholder will be required to undertake such other duties commensurate with the grade, and / or hours of work, as may be reasonably be required.
14.	Responsible for protecting and managing information securely, and reporting breaches or suspected information security breaches, in line with Council policies.

**This job description sets out the duties and responsibilities of the job at the time when it was drawn up. Such duties and responsibilities may vary from time to time without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and cannot in themselves justify a reconsideration of the grading of the job.**

**Charnwood Borough Council is seeking to promote the employment of disabled people and will make any adjustments considered reasonable to the above duties under the terms of the Equality Act 2010 to accommodate a suitable disabled candidate.**

- This post is eligible for a DBS check under the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 (i.e. it involves certain activities in relation to children and/or adults) and defined as regulated activity under Part 1 of the Safeguarding Vulnerable Groups Act 2006 before the coming into force of section 64 of the Protection of Freedoms Act 2012 on 10<sup>th</sup> September 2012. Therefore **a basic DBS check is an essential requirement.**

**Date Prepared/Revised: May 2024**

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	Essential	Desirable
<b><u>Qualifications</u></b>  GCSE English and Maths at Grade 4 and above or equivalent level of learning.  Detailed understanding of the legislation around local taxation including Business Rates.  Qualified Member of the Institute of Revenues Rating and Valuation or Appropriate Qualification i.e. Level 4 in Revenues and Benefits Practitioner.	✓  ✓	✓
<b><u>Experience</u></b>  Experience of general office administration duties.  Experience of dealing with members of the public.  Experience of working with IT systems in a regulatory environment.  Experience of working in a Revenues and Benefits service.  Experience of working in a customer service environment.  The ability to converse at ease with customers and provide advice in understandable spoken English is a requirement of the post.	✓  ✓  ✓  ✓	✓  ✓
<b><u>Skills / Knowledge</u></b>  Demonstrates a good standard of spoken and written English and Numeracy.  Good IT literacy skills including knowledge of MS Office.  Ability to work independently using own initiative.	✓  ✓  ✓	

	Essential	Desirable
Ability to work as part of a team.	✓	
Organised approach with ability to meet targets and deadlines.	✓	
Evidence of collaborative/joint working with colleagues and service users.	✓	
Demonstrates a strong customer focus.	✓	
Demonstrates a positive attitude and involvement in change and service improvement.	✓	
<b><u>Interpersonal Skills</u></b>		
Takes pride in the quality of their work and strives for improvement through learning and developing in the role.	✓	
Demonstrates a willingness to follow instruction as necessary.	✓	
Ability to work independently and organise own workload.	✓	
An open-minded approach regarding different ways of working.	✓	
<b><u>Other requirements</u></b>		
An understand of, and commitment to equal opportunities, and the ability to apply this to all situations.	✓	
Must be able to perform all the duties and tasks of the job with reasonable adjustments, where appropriate, in accordance with the provisions of the Equality Act 2010.	✓	
The nature of the work may involve the jobholder carrying out work outside of normal working hours.	✓	

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