



RUGBY BOROUGH COUNCIL

JOB PROFILE

Post No.	80304 - 80314
Post Title:	Revenues Officer
Unit/Team:	Revenues
Grade:	Grade D
Service:	Finance & Performance
Reports to:	Senior Revenues Officer
Issue Date:	May 2016

PURPOSE OF THE JOB

To ensure that all Council Tax, NDR and Sundry Income records are maintained to enable correct billing and recovery of charges.

1. ESSENTIAL FUNCTIONS AND RESPONSIBILITIES

Billing Functions

- 1.1 Ensure that all amendments to liability and reliefs are completed accurately.
- 1.2 To verify the correctness of information regarding liability, discounts and exemptions prior to input on the on-line system.
- 1.3 To input changes in liability of properties on to the on-line system.
- 1.4 To classify and ensure correct charges are levied on empty properties.
- 1.5 Set up Direct Debits on Council Tax and NDR payers accounts as appropriate.
- 1.6 Give advice to customer with regards to their liability.
- 1.7 Deal with personal, telephone and written enquiries from customers and their representatives.
- 1.8 Creation of Sundry Income invoices.

Recovery Functions

- 1.9 Responsibility for deciding the most appropriate enforcement remedy to recover monies due to the Council.
- 1.10 To negotiate, agree and set up payment arrangements taking account of the policies and procedures laid down by management.
- 1.11 Liaise with the Council's Bailiff.
- 1.12 Attend the Magistrates Court in a support capacity, prepare cases for court officers and interview court attendees.
- 1.13 Give advice to customers with regards to their account.
- 1.14 Deal with personal, telephone and written enquiries from customers and their representatives and make arrangements and conduct interviews as required.

General

- 1.15 Identify potential write offs and report to Senior Revenues Officer.
- 1.16 Identify and prepare any refunds as a result of overpayments on Council Tax and NDR.
- 1.17 Tracing of absconders by initiating all relevant checks in line with Council procedures.
- 1.18 Ensure all management reports are checked, monitored and action taken where necessary to guidelines and policies as set down by the Senior Revenues Officer.
- 1.19 To assist with the administration of Local Taxation in accordance with the appropriate legislation, the councils core policies, current working procedures, performance targets and the Service Plan.
- 1.20 To be aware of the current legislation governing the administration of Council Tax, NDR, Housing Benefit Overpayments and Sundry income.
- 1.21 Be aware of the Health and Safety legislation and as so far as it is reasonable practical, ensure compliance with the Health and Safety at Work Act, the Council's Safety Policy and the Departmental Safety Policy.
- 1.22 Report any cases of suspected fraud to the Senior Fraud Officer

2. OTHER DUTIES AND RESPONSIBILITIES

- 2.1 Any other reasonable duties as may be required by the Revenues Manager from time to time including one-off projects.
- 2.2 Bring to the attention of the Senior Revenues Officer any issued affecting the delivery of the service.

3. SUPERVISORY RESPONSIBILITIES

None

4. FINANCIAL RESPONSIBILITIES (Eg Raising Purchase Order, Budgetary Responsibility, Income Generation)

5. RESPONSIBILITY FOR ASSETS AND DATA (Eg Equipment, Vehicles, Supplies, Databases)

6. EXTENT OF PUBLIC CONTACT

Contact with the public in relation to Council Tax, NDR, Sundry Income and Housing Benefit Overpayments.

Liaison with external bodies such as bailiffs, Citizens Advice and Estate Agents.

7. WORKING CONDITIONS AND ENVIRONMENT

Office based.

8. CORPORATE RESPONSIBILITIES

All staff have to act within the Council's rules and follow all reasonable management requirements. These are contained within: the Council's Standing Orders, Employment Policies, Constitution and Code of Conduct for Employees. Other documents may be introduced at times setting out rules of the Council. These will cover responsibilities and requirements for the following:

Financial Accounting
Equality and Diversity
Health and Safety
Risk Management
Anti- Fraud
Data Quality and Data Protection
Business Continuity
Major Emergency Plan
Procurement and Contract Management
Safeguarding of Children and Vulnerable Adults

Copies of the relevant rules and policy are available on the staff intranet or from your manager

In addition, all employees are expected to behave in line with our Values and Behaviours and challenge other employees whose behaviour is against our values.

9. KNOWLEDGE, SKILLS, EXPERIENCE AND QUALIFICATIONS

Refer to Person Specification attached.

Signed as agreed:

Postholder

Date

PERSON SPECIFICATION



Post: Revenues Officer

For effective performance of the duties of the post the postholder will be able to demonstrate that they have the skills and/or knowledge detailed in 'Essential Criteria'.

Criteria	Essential/ Desirable	Method of Assessment
Excellent oral and written communication skills	E	A,I
Excellent IT skills with particular regard to Microsoft office applications.	E	A,I,D
Be numerate and be able to work to deadlines.	E	A,I,R
Have a flexible approach and be willing to do any task within reason.	E	A,I
Be able to follow written procedures accurately.	E	A,I
A commitment to work within our CAN DO values	E	A, I
Experience of interpreting legislation.	D	A,I,R
Previous experience of working within a revenues environment for at least two years.	D	A,I,R
Have a working knowledge of Council Tax and NDR legislation and a basic knowledge of Housing Benefit, Council Tax Benefit, Housing Benefit Overpayment Sundry Income.	D	A,I,R
IRRV Technician	D	A,D

Application	A
Interview	I
Test (written, presentation, practical – eg word processing)	T
References	R
Documentary – eg certificates	D