Revenues Inspections Officer

LEVEL: Level 7

ACCOUNTABLE TO: Revenues and Recovery Team Leader

SALARY: £28,598 to £32,061 per annum plus Essential Car User Allowance or use of a vehicle

LOCATION: Totnes / Tavistock / Agile

Job Purpose

Working as part of the Revenues Team, the Revenues Inspections Officer undertakes property inspections for Council Tax and Business Rates ensuring that targets, deadlines and performance standards are met.

The postholder plays a key role in proactively helping the Councils to maximise income from retained Business Rates, Council Tax and New Homes Bonus (or any replacement scheme).

Role Profile

- Working to an agreed timetable, carry out property inspections and make enquiries to ensure all discounts, exemptions, reliefs, and reductions (including applications for Section 44A relief and disabled band reduction) are awarded in accordance with legislation, Council policies and with due regard to fraud prevention and detection.
- To organise and manage your own workload to ensure that targets, deadlines, and service standards are met.
- To monitor all new builds and property changes on a rolling basis to inform the Council Tax Base Calculation and maximise income from New Homes Bonus (or any replacement scheme), Council Tax and Business Rates.
- To report new and altered Council Tax and Business Rates properties to the Valuation Office Agency in an accurate and timely manner, thus maximising income due to the Councils.
- Liaise effectively with the Valuation Office Agency, Development Management, Building Control, and others to ensure all properties are identified and brought into the Rating List or Valuation List on a timely basis.
- Make decisions on the effective completion date of properties and serve completion notices for Council Tax and Non-Domestic Rates.
- Ensure all activities and decisions result in the maximisation of revenue due to the Councils.
- Ensure that any suspicions of irregular or fraudulent applications for discounts, reliefs and exemptions are referred for further investigation.
- Provide ad-hoc support to projects to improve service delivery.

- To carry out miscellaneous Revenues and Benefits enquiries where information is required to maintain accurate and up to date records.
- To set up new Council Tax and NNDR properties having validated the address and parish from the LLPG.
- Deal with customer enquiries by telephone, email, letter, or personal visit as required.
- To perform any other duties which fall within the broad spirit, scope, level, and purpose of this role profile.

Person Specification

Qualifications

Essential	Desirable
Minimum 5 GCSEs or equivalent, including Maths and English, or equivalent work experience	

Knowledge / Experience

Essential	Desirable
Experience of working in a council tax or non-domestic rates environment	Basic knowledge of rating for valuation purposes
Good working knowledge of council tax and non-domestic rating legislation and best practice	Recent experience of using NEC and Information at Work software
Experience of using Revenues and Benefits software including an electronic document management system	
Experience of dealing with the public in face-to-face situations	

Skills / Abilities

Essential	Desirable
Flexible with a ‘can do’ attitude	Ability to constructively challenge the way the service works and contribute new ideas
Ability to remain calm under pressure	

Ability to prioritise your workload, meet deadlines and work effectively under pressure	
Able to take personal responsibility and use resources efficiently and effectively	
Ability to explain decisions verbally and in writing and to customers, with the ability to adjust the style or nature as appropriate	
Proactive approach to work and committed to providing excellent customer service	
Good decision-making skills	
Proficient in the use of ICT including Microsoft applications and specialist systems	
Emotional maturity and good interpersonal skills to communicate with customers, normally when on own and out of an office environment	
Committed team player who can also work on their own initiative to complete tasks and achieve targets	

General / Other

Essential	Desirable
All staff must be prepared to have an understanding of the Equal Opportunities, Customer Care and Health and Safety policies	
Driving licence and access to a vehicle or the ability to travel around the local area, including rural locations, sometimes at short notice	
Basic DBS check required	

Safeguarding Children & Adults at Risk

The Council has a Safeguarding Policy which outlines its responsibilities and the responsibilities of its employees. All employees need to be aware of this Policy and comply with the contents.

Equality, Diversity & Inclusion

The Council has an Equality, Diversity and Inclusion policy which outlines its commitment to creating a culture that respects and values each other's differences, promotes dignity, equality, diversity and inclusion, encourages individuals to develop and maximise their true potential and combats prejudice, discrimination and harassment.

Staff Code of Conduct

The public, our communities, customers, and colleagues are entitled to expect the highest standards of conduct from all people working for the Councils. The Code of Conduct sets out the general standards of conduct expected of everyone working for the Councils.

Climate Change

Contribute to the Council's corporate objectives in relation to climate change by considering the environmental impact of individual and collective actions, working to reduce resource and energy use, minimise waste, and anticipate and enhance the efficiency of services in response to a changing climate, wherever possible, to help the council reduce its own carbon footprint and that of the district.