

Job Details

Job Title:	REVENUES OFFICER
Post Number:	POST000183
Directorate:	Resources
Section:	Revenues and Benefits
Post Grade:	Tier: 5, Grade: D
Responsible to:	Team Leader Revenues
Responsible for:	N/A

Job Purpose

- Responsible for the effective administration, collection and recovery of Council Tax, National Non Domestic Rates.
 - Providing an excellent customer service over the telephone and via written communication to the residents of the borough, dealing proactively with enquiries through to resolution and the customers satisfaction.
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Main Responsibilities

- Maintain the database for all Council Tax and NNDR taking responsibility for own caseload to enable accurate billing and recovery of arrears.
- Assess entitlement to exemptions and discounts and promote the take up of council tax support to ensure vulnerable taxpayers receive entitlements whilst protecting public funds and maximising income due to the Council.
- Negotiate and monitor non-standard payment arrangements to ensure compliance with arrangements made and take prompt recovery action where necessary to maximise collection.
- Allocation and maintenance of payment methods and monitoring of account balances, including granting of refunds and transfers between accounts.

- Communicate and deal competently and diplomatically with taxpayers and their representatives, sometimes in difficult situations, at the same time promoting a positive and caring image for the Council.
 - Attending Liability Order Court proceedings to give evidence to recover outstanding debt.
 - Participate in the development of standards of working practice and quality control.
 - Support peers and new starters with training and development, buddying and mentoring as required.
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Decision making

- Use judgement in identifying and assessing:
 - Liability for Council Tax, NNDR and other debt to ensure accuracy of charges.
 - Non-standard payment arrangements including assessment of available income for debt repayment to ensure effective collection of arrears.
 - Potentially fraudulent claims for benefit, exemption and discounts to protect public funds.
 - Potential entitlement to benefit to assist vulnerable people to meet their liabilities.
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Financial Responsibilities

- Contributes to effective recovery of Council Tax in excess of £70M and business rates in excess of £20M.
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Key Contacts / Relationships

- Communication with other areas of the Council, including but not limited to Housing Options; Fraud team; Benefits and Control teams.
 - Communication with outside agencies, including but not limited to Valuation Office Agency; HM Courts service; enforcement agents and recovery agencies; credit reference agencies; DWP for attachment of benefits; employers of debtors for attachment of earnings; bankruptcy practitioners; other billing authorities for information exchange.
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STANDARD CLAUSES

Health and Safety

You will take reasonable care for your health and safety and have regard to other persons who may be affected by the performance of your duties in accordance with the provisions of Health and Safety legislation, Erewash Borough Council's Corporate Health and Safety Policy Statement, associated protocols and health and safety management systems.

You will exercise proper care in handling, operating and safeguarding any equipment, vehicle or appliance provided, used or issued by the Council or provided or issued by a third party for individual or collective use in the performance of your duties.

Equality and Diversity

You will uphold Erewash Borough Council's Equality and Diversity policies and practices in accordance with the Council's policy and Equality Scheme. Erewash Borough Council will make any adjustments considered reasonable to the above duties under the terms of the Equality Act 2010 to accommodate a disabled employee.

Training

You will keep under review your own training and developmental needs and keep yourself informed of current issues and be alert to Erewash Borough Council's and other relevant bodies training programmes and policies. You will be required to attend, from time to time, training courses, conferences, seminars or other meetings as required by your own training needs and the needs of the service.

Performance Management

You will ensure compliance with the Council's employee performance standards and take the appropriate action to address issues that may arise. You will comply with the Council's Data Quality Policy to ensure that all Council information you are responsible for is accurate, complete, up to date and fit for purpose.

Confidentiality

You will comply with and/or ensure compliance with the Council's Data Protection Policies and the Data Protection Act and other relevant legislation. You will ensure that confidentiality is respected and maintained at all times. Where appropriate you will work with computers, new technology and associated systems as required and support staff in its use. You will comply with the regulations as set out in the Council's ICT Information Security Policy.

Customer Care

You will promote and deliver fair and high-quality customer care services that are sensitive and responsive to customers and in accordance with Erewash Borough Council's Customer Care and Equality Policies.

Environmental

Erewash Borough Council is committed to protecting the environment and reducing its carbon emissions. It is therefore the responsibility of all employees to minimise their impact on the environment whilst working for the Council.

Safeguarding Children and Vulnerable Adults

All employees and Councillors have a duty of care for the safeguarding of children and vulnerable adults. Any concerns about the behaviour of a member of staff or service users must be reported immediately, in confidence, to a Safeguarding Lead. Posts working directly with children and/or

vulnerable adults will be designated to require a Disclosure and Barring Service (DBS) check before appointment and a recheck every 3 years.

Other Duties

This job description sets out the duties and responsibilities of the post 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 themselves justify a reconsideration of the grading of the post. Any changes which are of a permanent nature will, following consultation with you, be included in the job description in specific terms and will be formally issued to you.

Produced by: **Head of Revenues and Benefits**

Date: **March 2024**

Version: **1.0**

Declaration

I understand and accept the job duties and responsibilities contained in this job description.

Signed..... Dated.....

PERSON SPECIFICATION

Job Title: REVENUES OFFICER

Post Number: POST000183

EXPERIENCE

Essential Criteria

- Experience of administrative procedures and of working with computerized systems. A,I
- Experience of working in a customer service environment. A,I

Desirable Criteria

- A working knowledge of the relevant Council Tax & NNDR legislation. A,I
 - A working knowledge of CIVICA revenues and benefits systems. A,I
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QUALIFICATIONS

Essential Criteria

- A good standard of education or work experience relevant to the post. A,I,D
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SKILLS & KNOWLEDGE

Essential Criteria

- Ability to work on own initiative. A,I
- Ability to deal competently & diplomatically with members of the public, sometimes in difficult situations, at the same time promoting a positive & caring image for the Council. A,I
- Good numeracy and literacy skills. A,I,D

Desirable Criteria

- A general knowledge of administrative procedures and the concepts of the operation of computerised systems. A,I
 - A good knowledge of the Council's procedures and systems for the administration of Council Tax and NNDR. A,I
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OTHER REQUIREMENTS

Essential Criteria

- An enthusiastic attitude, willingness to learn & a team player committed to quality of work. I

ASSESSMENT KEY:

A Application | *I* Interview | *T* Test | *D* Documentation

Version: 1.2 - March 2024