



Job Description and Person Specification

Job Title:	Revenues Inspector	
Post Number	P2509 and P2150	JE Ref:
Grade:	Grade 6	
Other Payments:	Essential Car User Allowance	
Job Family	Technical and Professional Level 4	
Directorate:	Customer, Business and Corporate Support	
Progression:	Progression through the grade is dependent on performance against delivery targets, value and behaviours	
Hours per week:	37 hours, 18.5 hours	
Accountable to:	Business Rates Technical and Compliance Team Leader	
Date created/ reviewed:	March 2026	

JOB DESCRIPTION FOR REVENUES INSPECTOR

Job Purpose

To work as part of the Revenues Team responsible for the billing and recovery of Council Tax and Business Rates of approximately £115 million and £60 million per annum respectively.

To maximise revenue collection and the accuracy and integrity of the Local Authorities Council Tax and Business Rate base through the use of property inspections and analysis of data from other internal and external sources, such as planning information.

Accountabilities

1.	To identify and monitor all development in the district relating to domestic and commercial properties, including construction, demolition and alteration with a view to ensuring the Local Authority calculate and collect the appropriate Council Tax and Business Rate charges.
2.	To liaise with the Valuation Office Agency (VOA) in respect of changes to domestic and commercial properties, including the submission of completion notices and downloading alteration schedules. To maintain and reconcile the St Albans City and District Council Rating (Local) List by updating the Northgate system in accordance with the content of the weekly Council Tax schedule of alterations issued by the Valuation Office Agency (VOA) in order that Demand Notices are issued accurately and promptly.
3.	To maintain and update the Council's Revenue processing systems to ensure they reflect the official postal addresses for properties and developments.
4.	To build relationships and liaise with other internal departments such as Planning and Building Control to ensure the Revenues Department is notified of changes to domestic and commercial properties.
5.	To carry out site inspections and utilise other avenues of investigation to ensure both the Local Authorities and the VOA's records are up to date and accurate in respect of residential and commercial developments. To work with external agencies such as Analyse Local to identify changes in rateable value.
6.	To devise, implement and evaluate regular reviews of ratepayer's entitlement to exemptions, discounts and reliefs to maximise the income due to the Local Authority.
7.	To consider and assess applications for Council Tax Disablement Relief, having regard to the relevant legislation, caselaw and guidance. Where appropriate, carrying out visits to the applicant's home to verify their application.
8.	To provide witness statements for use at Valuation Tribunals, and attend when required, to justify the Council's determination on matters relating to completion notices, reliefs, discounts and exemptions.

Demands

Mental Demands (meet deadlines, conflicting priorities) Essential

- The ability to work on your own initiative and to prioritise your own workload having regard to urgent cases and the need to maximise revenue collection.
- You will need to be calm, methodical and logical in your approach to your work.
- You will need to concentrate in order to undertake the checking of documents and correspondence for completeness or correctness. These periods of concentration will range from 20 minutes to two hours.
- The post holder operates within defined legislation, care law and procedures and is expected to deal with work that needs to be completed within specified deadlines. Some of this work will be complex in its nature.

Emotional Demands (Dealing with emotional situations with customers)

Essential:

- Dealing with customers who are confrontational, dissatisfied, argumentative, angry, aggressive, upset and who are potentially violent. The post holder will require the ability to manage such situations in a firm yet tactful and courteous manner. If the situation becomes extreme the post holder can refer the matter to their manager or apply the Council Policy for dealing with such incidents. These demands arise 1-2 times per week.
- Dealing with customers (or the representatives of customers) who are suffering from serious long-term illnesses or physical / mental disabilities. The post holder will have the ability to manage such situations in a sensitive manner. These demands arise approximately 1-2 times per week.

Physical Demands

Essential:

- The post holder will be required to make site visits to various locations, including building sites and properties under construction in all weather conditions. They will need to be physically fit, able to walk a reasonable distance and potentially climb ladders / stairs to access areas of a property.
- The ability to work within an office/home environment and to attend tribunals on an occasional basis. The post holder will spend at least 50% of their time using computerised systems. Driving / walking accounts for approximately 30% of the job.

Working Conditions

- Site visits may result in exposure to building works and potentially dangerous situations as a lone worker, therefore an understanding of Health and Safety policy and procedures is necessary.
- The post holder will undertake visits to derelict / sites under repair/construction, commercial buildings, homes of multiple occupation, residential accommodation etc. Some exposure to hazardous locations or material may be experienced - approximately once a week.

Other Employment Requirements

- This job will be suitable for some home working, with attendance at the office as required.
- To be available to assist with departmental responsibilities in accordance with the corporate Emergency Planning and Business Continuity arrangements
- Criminal Records Bureau Clearance is required with this post.
- There may be a requirement to work outside of normal office hours if a site visit can only take place during this period or during the annual billing process for Council Tax and Business Rates
- A full driving licence with access to a vehicle taxed and insured for business use is required.

Method of Assessment Codes

A	Application Form	T	Tests (online / at interview)	R	Reference	D	Documentary Evidence	I	Interview	O	Other
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ROLE SPECIFIC PERSON SPECIFICATION - [add role title]

Criteria		Essential	Desirable	Assessment
Values and Behaviours				
	We are Customer Driven	X		I, T, R
	We Care	X		I, T, R
	We are Confident	X		I, T, R
	We Work Together	X		I, T, R
	We are Trusted	X		I, T, R

Qualifications				
Q1	<ul style="list-style-type: none"> English and Maths GCSE A-C (9-4) or ability to demonstrate equivalent level of education. 	X		A,D
Q2	<ul style="list-style-type: none"> NVQ Level 3 or equivalent qualification or least 2 years' experience in a Revenues environment. 	X		A,D
Q3	<ul style="list-style-type: none"> IRRV qualification and membership or willing to work towards obtaining one. 		X	A,D.
Knowledge				
K1	<ul style="list-style-type: none"> Up to date and extensive knowledge of Council Tax and Non-Domestic Rates legislation and guidance. 	X		A,I
K2	Commitment to and clear understanding of equal opportunities legislation.	X		A,I.
K3	Knowledge and understanding of Planning and Building Control and Enforcement	X		A,I
K4	A wider awareness of the potential issues and challenges facing Local Government.		X	A,I
K5	A knowledge of the principals relating to Data Protection.	X		A,I
Experience				
E1	<ul style="list-style-type: none"> Experience of Appeals at tribunal. 		X	
E2	Experience of using Northgate 'IWorld' Revenues and Benefits System		X	A,I
E3	Experience of using Civica Document Image Processing and Workflow System		X	A,I
E4	Experience of using Microsoft Office products	X		A,I
E5	Experience of providing a high level of customer service	X		A,I
E6	Experience of dealing with difficult and/or vulnerable customers in an effective manner.	X		A,I
E7	Experience of successfully managing a significant workload with little or no supervision	X		A,I
E8	Experience of communicating effectively with a wide range of customers, both verbally and in writing.	X		A,I

For further information on the scope of accountabilities when working at this level please see the generic job description/person specification [here](#) on our website.