



Information pack for the post of  
**Customer Services & Revenues Officer (part time)**

Job reference number: 1304

**Closing date: 1 July 2026 (noon)**

Interview date: 15 and 16 July 2026

**Guidance on completing the application form.**

Please ensure all sections of the application form are complete.

Before filling in your application form, please read the job description carefully. This outlines the duties to be performed, the person specification will outline the skills, abilities and qualifications required of the postholder. You will need to demonstrate that you meet the requirements of the job description, (or at least have the potential to do so), in order to be shortlisted for an interview.

Please note, when copying and pasting text into the online application form the formatting may change, so please check before submitting.

We understand that some applicants may use artificial intelligence (AI) tools to assist with preparing their applications. All submitted information, whether supported by AI or not, must accurately reflect the applicant's own skills, experience, and qualifications. Recruitment decisions will be based on how well applicants demonstrate these attributes during the interview and selection process.

**Disclosure and Barring Service (DBS)**

Some posts may be subject to a basic or an enhanced DBS check. This will be stated in the advertisement, Job Description or Person Specification. Further information about this check can be obtained from the following website:

[www.gov.uk/disclosure-barring-service-check](http://www.gov.uk/disclosure-barring-service-check)

**Politically Restricted Post**

Some posts may be politically restricted which means Under the Local Government and Housing Act 1989 some posts will be disqualified from being a Councillor, Member of Parliament or Member of the European Parliament. The regulations restrict you from undertaking:

- Candidature for election
- Holding office in a political party
- Canvassing at elections
- Speaking or writing publicly on matters of party political controversy.

## **Additional Clearance**

Some posts may at any time be required to undertake additional clearance or checks.

These may be required in order to comply with a request from a Government body or as a result of a statutory requirement and may include some form of criminal record check.

## **Referees**

References must cover the last 3 years together with a reasonable account of any significant periods (6 months or more) of time spent abroad.

Ensure that the names of referees that you supply relate to people who you know in a professional capacity. Ideally, at least one referee should be your current manager or college tutor. Previous managers or tutors can also be named, but where possible, you should avoid providing names of colleagues or friends as referees.

Your referees will be asked to supply information regarding your professional and technical ability, your character and personality, and your timekeeping and reliability. They will also be asked for information regarding your general health and absences on the grounds of sickness over the last two years.

## **Evidence of information provided in your application form**

Successful candidates will be required to provide documentary evidence of the qualifications required to do the job. We reserve the right to verify any information given on the application form and failure to provide such evidence will result in the offer being withdrawn or in dismissal.

## **Equality and diversity**

Spelthorne Borough Council is committed to equality of opportunity for all in relation to the services and functions it carries out and in the employment practices it follows. As a responsible employer, the Council will conduct its affairs in a manner which will not unlawfully and unjustifiably cause disadvantage to any employee or job applicant on the following grounds: age, disability, sex, gender reassignment, pregnancy and maternity, race, sexual orientation, religion or belief or marriage and civil partnership.

As users of the disability confident scheme, we guarantee to interview all disabled applicants who meet the minimum criteria for the vacancy.

Complaints about equality and race equality issues will be dealt with promptly and seriously. Please refer to our website for further information.

## **Eligibility to work in the UK**

The Asylum and Immigration Act makes it a criminal offence for employers to recruit staff who are not entitled to work in the UK. Therefore any offer of employment will be subject to the provision of documentary evidence to demonstrate that the successful candidate is entitled to work in the UK.

### **What happens after I submit in my application?**

The shortlisting panel will look at your application form after the closing date to see how well your skills, experience and knowledge meet the requirements of the job set out in the person specification. Candidates who are shortlisted for interview will be advised of the arrangements.

Telephone **01784 444263** or e-mail [recruitment@spelthorne.gov.uk](mailto:recruitment@spelthorne.gov.uk) with any queries.

You are also able to apply online using [www.surreyjobs.info](http://www.surreyjobs.info)

**surreyjobs.info**  
A revolution for Public Sector jobs in Surrey  
[www.spelthorne.gov.uk](http://www.spelthorne.gov.uk)





### **Customer Services & Revenues Officer**

Salary £20,811 – £27,719 pro rata pa

Hours 28 per week

Spelthorne's Customer Service and Revenues department is a busy, friendly, and dynamic place to work.

We have a new and exciting opportunity for a Customer Services and Revenue Officer to join our Customer Services and Revenue team.

The successful candidate will gain a range of experience and on the job training in customer services, sundry debt and revenues. Training will be undertaken during working hours. Details will be provided on interview.

Previous experience in Customer services or Revenues is desirable but not essential.

You will assist the team with customer service tasks, and dealing with Council Tax accounts, setting up direct debits, processing moves, applying discounts, taking payments along with dealing with customer queries in the contact centre.

This post is identified as a hybrid post supporting both office and home working in line with Spelthorne Borough Council's policy. The post holder will be required to attend the office in line with a rota and any service requirements.

The ability to converse at ease with customers and provide advice in accurate spoken English is essential for customer facing posts. These posts fall within the scope of the Code of Practice on English language requirement for public sector workers. The Council, therefore, has a statutory duty under Part 7 of the Immigration Act 2016 to ensure that post holders have a command of spoken English sufficient for the effective performance of the job requirements. If you have any queries or would like to discuss this further, please contact Human Resources.

Please note as part of the employment checks this post will subject to a BPSS (Baseline Personnel Security Standard) which includes a basic Disclosure & Barring Service (DBS) check.

Spelthorne Borough Council use the Microsoft Authenticator app as a secure way of accessing our network. Successful candidates will be required to use their own mobile device to download and use Authenticator.

In return, we can offer excellent conditions of service with a benefits' package that includes flexible working hours, pension scheme and at least 23 days' paid leave per year (pro rata for part time).

**Closing date: 1 July 2026 12:00 noon**

Interview date: 15 and 16 July 2026

**To apply please use the 'apply online' button below.**

CVs can only be accepted in support of a completed application form.

Unfortunately, we are unable to reply to all candidates. If we have not contacted you within 3 weeks of the closing date then your application has been unsuccessful. All shortlisted applicants will be contacted via email after the closing date.

**Local Government Reorganisation (LGR)**

Spelthorne Borough Council is undergoing Local Government Reorganisation, moving from a two-tier system to two new unitary councils in April 2027. Please see more information here [Local government in Surrey is changing | Spelthorne Borough Council](#)

*Working towards equal opportunities*

**Strictly No Agencies**

## Job Description

<b>Date Prepared:</b>	February 2026
<b>Post Title:</b>	Customer Services and Revenues Officer Part-time
<b>Post Number:</b>	<b>Grade:</b> 3/5 <b>Post</b> 4722: 28 hours per week;
<b>Service:</b>	Customer Services
<b>Section Head:</b>	Group Head Commissioning and Transformation
<b>Report To:</b>	Operational Team Manager
<b>General Duties:</b>	<p>Being a well-organised, self-motivated, strong team player who has the ability to work under pressure and meet deadlines within a busy Customer Services Section. You will mainly be responsible for all aspects of the effective and efficient billing, collection and recovery of Sundry Debts, Council Tax and Business rates, adhering to corporate policies on collection and customer care. You will also assist in Council Tax and NNDR processes and certain other critical financial transactions</p> <p>A portion of your time will be spent focusing on the more in-depth aspects of control with regard to the council's systems and processes to support debt recovery processes.</p>

### Essential Requirements:

- Able to work under pressure and meet deadlines
- Good communication skills
- Good written and numeracy skills
- Flexible and adaptable work style and attitude
- Team player
- Able to learn complex legislation
- Ability to deal with difficult situations constructively

### General Responsibilities:

#### Equal Opportunities:

The Council is committed to achieving equality of opportunity and expects all employees to implement and promote its policies in all areas of their work including attending training as appropriate.

**GDPR:**

The council is committed to the principle of confidentiality and the requirements of the Data Protection Act and expects all employees to implement and promote its policies in all areas of their work including attending training as appropriate.

**Health and Safety:**

The Council is committed to providing a healthy and safe working environment and expects all employees to implement and promote policies in all areas of their work including attending training as appropriate.

**Particular duties and responsibilities:**

1. To provide an excellent customer experience which includes the front of house service, and customer advocacy, in line with the Council's strategic plan. Duties include handling a wide range of enquires including Council Tax and requests via reception desks and through the Council's contact centre.
2. To deal with queries on Council tax Business Rates and Sundry Debt and to take payments when required.
3. To ensure databases are maintained accurately.
4. To provide a service quality function, surveying customers for feedback.
5. To always provide a high-quality customer service and achieve departmental KPI's for call handling and customer satisfaction.
6. To manage all customer enquiries and requests both at the council's reception desks and through the Contact Centre by providing information, arranging services, taking payments and liaising with other council officers.
7. To record all customer contact in the council's CRM database, with regard to data protection guidelines.
8. To use all available ICT systems to provide accurate advice, resolve enquires, raise orders, with correct level of priority and maintain/update records on behalf of the customer and ensure that duties are undertaken with regard and compliance of the Data Protection Act and other relevant legislation.
9. To undertake printing and mail room duties as required.
10. To take ownership and responsibility for all enquiries presented to the Contact Centre, identify customer needs, and utilising appropriate questioning and listening skills to identify and offer appropriate solutions.
11. To be a team player in a customer focused team, contributing to meetings, team building and continuous improvement.
12. The post holder will actively assist the council in meeting current and emerging requirements of Equality legislation and comply with measures that are introduced to ensure equality of opportunity and non-discrimination.
13. Carry out such other duties as may be required by your Group Head/Deputy Chief Executive appropriate to your skills and to a level of responsibility not exceeding the grade on which you are appointed. In accordance with the Equality Act any reasonable adjustments will be made to overcome any factor which puts a disabled employee or applicant at a disadvantage.

## Person Specification

Post: Customer Services & Revenues Officer

Post Number: 4722

<b>Key Job Requirements</b>	<b>Desirable/ Essential</b>	<b>Testing Mechanism</b>
<b>1. Skills</b>		
Computer Literate	Essential	App form
Maintain Accurate Databases	Essential	App form
Customer Care	Essential	App form /interview
Organisational skills	Essential	App form/ Interview
Numeracy skills	Essential	App form/ interview
<b>2. Experience</b>		
Revenues knowledge	Desirable	App form/ Interview
Computerised databases	Desirable	App form/ Interview
General Office Administration	Essential	App form
Working within a team	Essential	App form
Customer care	Essential	App form/ Interview
<b>3. Knowledge</b>		
Microsoft, Excel, system databases	Desirable	App form
<b>4. Qualifications</b>		
Good general standard of education 5 GCSE (A-C Grade) or equivalent	Desirable	App form
<b>5. Personal Qualities</b>		
Numerate	Essential	App form
Methodical	Essential	App form
Able to work within a team	Essential	App form

## Person Specification

Post: Customer Services & Revenues Officer

Post Number: 4722

<b>Key Job Requirements</b>	<b>Desirable/ Essential</b>	<b>Testing Mechanism</b>
Ability to work under pressure	Essential	App form/ Interview
Ability to work to deadlines	Essential	Interview
Flexible	Essential	Interview
Ability to deal with conflict and aggression	Desirable	App form/Interview
Political awareness	Desirable	Interview