



Job Description

This job description has been designed to indicate the general nature and level of work required of the post to indicate the level of responsibility. It is not a comprehensive or exhaustive list, and the line manager may vary duties from time to time which do not change the general character of the job, or the level of responsibility entailed.

Post Details	
Job Title	Revenues Officer
Service	Resource & Assets
Team	Income – Revenues
Location	Shute End/Smart Working
Reports to	Senior Revenues Officer
Worker Style	Hybrid – Remote working with attendance at Council offices as and when required
Responsible for	N/A
Grade	Grade 5
Contract Type	Fixed Term 2 years

Main Accountabilities	
1.	Keep up to date with relevant and appropriate legislation and the use of any software systems employed to discharge this work;
2.	Assist in the maintenance of accurate tax collection records for Council Tax & Business Rates thus ensuring that all tax liabilities due are correctly billed;
3.	Make decisions in respect of discounts/reliefs and exemptions allowed in individual cases within the context of Council Tax & Business Rates legislation and Council Policies;
4.	Ensure that all relevant bills, reminders and other appropriate notices are correct and issued in accordance with the timescales set for the service
5.	Make arrangements in respect of Council Taxpayers and Businesses and / or their representatives in respect of outstanding liabilities. Process Customer requests to pay Council Tax/Business Rates setting up Direct Debits;





6.	Deal with all types of enquiries from Council Taxpayers, Businesses and / or their representatives, Members or other key stakeholders - this may be via the telephone, email or other written correspondence;
7.	Assist in the monitoring of delivery of the Service in accordance with the corporate standards;
8.	In order to deliver services effectively, a degree of flexibility is needed, and the post-holder may be required to perform work not specifically referred to above. Such duties will, however, be appropriate to the competencies and grade of the post
9.	Attend and participate in departmental meetings as required, support colleagues and sharing information appropriately.

Person Specification	Essential	Desirable
Education/Qualifications	Relevant qualification, or equivalence experience in Council Tax and Business Rates collection	Recognised qualification (BTEC or NVQ in Revenues or IRRV Technician Certificate)
Experience	Previous Customer Service experience (minimum 6 months)	At least 1 years previous experience of Council Tax and Business Rates;
Skills/Knowledge	<p>Good Customer Service skills (for internal and external customers)</p> <p>To be compassionate, empathetic and understanding</p> <p>Must possess good inter-personal and communications skills - both written and verbal</p> <p>Computer literate; good IT skills including office software such as Microsoft Word, Outlook and Excel</p> <p>Ability to work under pressure and use own initiative, organised, self-motivated and analytical</p>	<p>Ability to make constructive enquiry</p> <p>Able to interrogate & analyse data and information</p>





	<p>Strong team player characteristics with an ability to integrate effectively into an established team</p> <p>Basic understanding of the principles of billing and collection both council tax and business rates</p> <p>Local knowledge geography of the district</p> <p>Previous experience of working under pressure in a busy office environment</p>	<p>Working knowledge of Revenues legislation both council tax and business rates</p> <p>Ability to deal with violent and abusive customers</p>
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Purpose Details	
Service Purpose	<p>To deal with all aspects of Council Tax and Business Rates up to reminder stage ensuring that legislative and best practice are met. Maintenance of up to date and accurate records that capture all relevant discounts, reliefs, and exemptions to ensure that all liabilities are correctly billed and collected in accordance with performance targets.</p> <p>To maximise income collection whilst providing the appropriate advice and support relating to other welfare benefits to our vulnerable residents within the Borough</p>
Role Purpose	<p>To be part of a Revenue team providing excellent customer service. Responsible for collection of Council Tax & Business Rates:</p> <p><u>Financial accountabilities</u> Council Tax £150 million</p>





	<p>Business Rates £70 million</p> <p>They must ensure that matters relating to Council Tax and Business Rates are dealt with promptly, balancing the need to support the delivery of a personalised service to residents with the need to protect the council's financial interests.</p>
Corporate Parenting	<p>You will champion the principles of corporate parenting by embedding its ethos in all aspects of service delivery, ensuring decisions and actions consistently reflect the responsibility to act as a corporate parent to children in care and care leavers, and actively contribute to shaping and implementing the wider corporate parenting strategy.</p>

Supervision and Relationships

Supervision Received	Reporting into Senior Revenues Officer's or Revenues Manager via 121's/APR's or when required
Supervision Given	No supervision
Contacts	Head of Income and Assessments Service Manager - Revenues & Recovery Revenues Manager Assessments and Welfare Teams Working with internal and external key stakeholders CAB and Voluntary Sectors Care providers

Resources/Budget Management

N/A





Special Requirements

Ability to travel to a variety of locations to attend meetings as and when required

Occupational Health Risk Assessment Details

Skin/Respiratory Sensitisers	N
Working at Height	N
Exposure to Noise (>80-85dB)	N
Confined Spaces	N
Frequent Display Screen Equipment Use	Y
Driving for Work	N
Hand Arm Vibration	N
Lone Working	N
Healthcare/Social Contact with Patients	N
Blood Borne Viruses Exposure	N
Food Handling	N
Working with Animals	N
Specialised Medical Screening	N
Night Working	N
Safety Critical Work	N

Nature of the Role Details

Healthcare or Hospital Work	N
Working with Children (under 18)	N
Working with Elderly/Vulnerable Adults	N





Work Environment Details	N
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Role Involvement Details	
Working with Children	N
Working with Vulnerable Adults	N
Both of the Above	N
Providing Care/Supervision for Children	N
Providing Care/Supervision for Vulnerable Adults	N
Both of the Above	N
None of the Above	N

Disclosure and Barring Service (DBS)	Details
DBS Requirement	Basic DBS checked required
Eligibility Tool	Find out which DBS check is right for your employee - GOV.UK (Find out which DBS check is right for your employee - GOV.UK)

Re-checks
N/A

Evaluation Declaration	
Date of Evaluation:	<DD/MM/YYYY>





WOKINGHAM
BOROUGH COUNCIL

Evaluated by:

<Name, job title>

