



JOB TITLE:	Revenues Officer
DEPARTMENT:	Revenues & Benefits
POST NUMBER:	1550 (full time, 37 hours per week)
GRADE:	Scale 4
ACCOUNTABLE TO:	Revenues Team Leader
LOCATION:	City Offices and any other office of the City Council as required

POST OBJECTIVE

To assist the Team Leaders in the operation of Council Tax, National Non-Domestic Rates (NNDR) and Business Improvement District Levy (BID) functions. To ensure efficient billing, collection and recovery of Council Tax, NNDR and BID and to assist in the operation of the Revenues team.

PRINCIPAL ACCOUNTABILITIES

Probity

To ensure the maintenance and enforcement of appropriate checks, controls and administrative and financial integrity in the operations of the areas for which the post holder is responsible.

Professionalism

To develop a knowledge and awareness of professional developments within the wider field of Council Tax and NNDR. To ensure the best possible professional advice on such matters is provided to meet present and future needs. To adopt a supportive and collaborative manner when required to undertake work for / on behalf of the Revenues Team Leaders or Revenues Manager.

External Relations

To foster and maintain good relations with the public.

Performance

The post holder will be expected to perform consistently at a level which fulfils the requirements of the general post objective. In achieving this the post holder should have regard to their attitude to work, their colleagues and the public, the quality of the work within

the post holder's responsibility, the objectives of the section's service plan and the knowledge that work within the post holder's responsibility will be monitored by the line manager. To respond quickly and effectively to the demands of the Revenues Team Leaders, Revenues Manager and Service Lead.

ADDITIONAL REQUIREMENTS

To undertake such training appropriate to the general post description.

SPECIFIC TASKS:

1. To achieve **personal targets** that will be set for all areas of work, including:

Area of work	Target
Items of post completed	35 per day (average). Continuously reviewed & revised where appropriate.
Accuracy	99%

2. To achieve **team targets** that will be set for all areas of work, including:

Area of Work	Target
Telephone calls	95% answered within 6 rings
Correspondence	95% answered within 10 working days
E-mails	96% answered within 8 working days

3. To accurately assess liability for Council Tax, NNDR and BID and identify and bill the liable person.
4. To ensure all relevant properties / hereditaments have a band / rateable value, and that appropriate amendments which affect the entries in the Valuation Office lists are reported to the Listing / Valuation Officer.
5. To ensure all amendments to the Valuation Office lists are actioned.
6. To ensure amendments for liability are actioned promptly and accurately.
7. To ensure that applications for exemptions, discounts, reductions and rate reliefs are scrutinised and processed in a timely manner.
8. To ensure that reminder and final notices and summonses are issued in accordance with the recovery timetable.
9. To prepare debt for write off where all avenues of collection have been unsuccessful.
10. To develop and maintain a thorough knowledge of Council Tax and NNDR legislation.
11. To act promptly with unpaid direct debits.

12. To provide taxpayers / ratepayers with advice on all issues relating to Council Tax, NNDR and BID via telephone, correspondence or face-to-face / over the counter.
13. To liaise with outside bodies and organisations, such as, the Valuation Office, employers, Citizens' Advice, Department for Work & Pensions (DWP), enforcement agents (previously known as bailiffs), tracing agencies etc.
14. To provide support and back-up for the Customer Advisor posts.
15. To deputise in the absence of the Team Leader as required, undertaking such tasks as may be delegated.

This document does not define all individual tasks which will change from time to time to meet operational needs. Other duties will be required, commensurate with the grade of the post and the general post objective.

Signed

Dated

Version date: June 2026



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DEPARTMENT: Revenues

DATE: June 2026

Requirements		Weighting	Assessment Method
Skills	Organisational – planning, co-ordinating and monitoring work of the team	3	A & I
	Operation of I.T. applications	2	A, I & T
	Communication – written (complex explanatory letters / emails and complaints), verbal conversations (dissatisfied customers, representing the Council at court, colleagues, enquiries from Members etc.)	3	A, I & P
	Interpersonal – ability to motivate staff, encourage team working and develop relationships	3	A & I
Experience	Dealing with a cross section of the public	2	A & R
	Busy office environment	1	A & R
	1 year's relevant experience	2	A & R
Personal Qualities	Analytical – research, extract and manipulate data	2	A & I
	Commitment – to ensure service is of a high quality	3	A & I
	Enthusiasm – to promote a positive working environment	2	A & I
	Innovation – to develop and improve services	2	A & I
	Flexible	3	A & I
Specific Job Requirements	Ability to learn & absorb new information quickly & efficiently	3	A, I, & T
	Literate	3	A, I, & T
	Numerate	3	A, I, & T
	Accurate	3	A, I, & T
Qualifications	4 GCSE's (or equivalent) including English and Maths	3	A & Q
	IRRV professional qualifications, either Level 3 certificate (or professional equivalent) or full professional Diploma or above.	2	A & Q

Weighting

3 – Essential for the successful performance of the job

2 – Desirable but can be achieved through on the job training or experience

1 – Useful but not essential for successful performance of the job

Assessment

Application Form A Interview I Tests T

References R Presentation P Evidence of Qualifications Q