

Job Description



Ribble Valley
Borough Council

www.ribblevalley.gov.uk

Directorate	Resources
Service area	Council Tax

Post details	
Job title	Revenues Assistant
Post Number	E185
Vacancy Reference	RES279
Scale	Scale 4 (scp 10-13) £27,694 to £29,064 per annum
Contract	Permanent
Location of work	Council Tax
Directly responsible to	Senior Revenues Officer
Directly responsible for	-
Hours	37
JE Reference	GLPC
Primary purpose and scope of the job	
To assist with the billing and recovery of council tax and national non-domestic rates.	

Key Tasks and Responsibilities

- To deal with daily correspondence, telephone and counter enquiries in connection with Council Tax.
- To update and maintain the Revenues system.
- To ensure accuracy in the creation and issue of council tax bills.
- To arrange appropriate payment methods with Council taxpayers, within the statutory requirements, and special arrangements.
- The checking and issuing of all Council Tax bills.
- To process refunds of overpayments of Council Tax.
- Liaise with other sections and outside agencies e.g. Ribble Valley Homes regarding discount disregards, liabilities, property sales etc.
- To process applications for single person discounts, discount disregards, disabled banding reductions and exemptions.
- To assist other Council departments requiring information from revenues computer system records, e.g. compilation of register of electors, tracing sundry debtors.
- To be responsible for setting up any special arrangements both before and after recovery action has been taken.
- To assist with recovery action where Council Tax or National Non-Domestic Rates remains unpaid.
- To maintain an efficient recovery system for defaulting payers within specified targets.
- The checking and issuing of summonses, liability orders, bailiff letters, attachment of earnings/benefits letters etc in respect of Council Tax and national non-domestic rates.
- Liaison with the senior cashier on payment of national non-domestic rate and Council Tax accounts that are in the hands of the Council's bailiff.
- The monitoring of all special arrangements on a regular cycle (weekly/monthly).
- The setting up and monitoring of attachment of earnings and deductions from benefits.
- Determining bailiff action and liaison with the Council's bailiff on suitable arrangements and procedures.
- Pursue the recovery of arrears where charge payers and ratepayers have left the property.
- To assist in the preparation of arrears cases for court hearing for means enquiry in respect of council tax and national non-domestic rate.

- To attend court and assist the Revenues Officer when liability orders are obtained.
- Debt counselling with taxpayers in arrears.
- Knowledge of the data protection principles especially in respect of the disclosure of information from the revenues database (Council Tax and NNDR).
- To be responsible for ensuring the data quality of all information related to the duties of the post.
- To adhere to the Council's policies including equal opportunities and health and safety.
- To undertake other duties of a similar responsibility as may be allocated to the post from time to time.

Review Arrangements

The details contained in this job description reflect the content of the job at the date it was prepared; however, it is inevitable that over time, the nature of the jobs may change. Existing duties may no longer be required and other duties may be gained without changing the general nature of the post or the level of responsibility entailed. Consequently, the Council will expect to revise this job description from time to time and will consult with the post holder at the appropriate time.

Prepared / Revised By	Deborah Davies
Role	Head of Revenues & Benefits
Date Revised	July 2026

Person Specification



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Note To Applicants

The points that are marked 'E' are the essential requirements. You should pay particular attention to these points and provide evidence of meeting them. Failure to do so may mean that you will not be invited for interview.

The points that are marked 'D' are the desirable requirements that enhance a person's capacity to do the job.

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Directorate	Resources
Service Area	Council Tax

Criteria

Experience		
Experience of creating and maintaining digital records	A/I	E
Experience of dealing with the public	A/I	E

Skills, Abilities & Knowledge		
Knowledge of and ability to use Microsoft products e.g. Outlook, Word, Excel	A/I	E
Ability to draft clear, accurate and professional written responses to customers	A/I	E
Knowledge of Ribble Valley area	A/I	D
Knowledge of council tax legislation	A/I	D

Education and Qualifications		
Educated to GCSE level, with a good standard of numeracy and literacy	C	E

Other requirements		
Ability to communicate clearly and professionally with customers, colleagues and partner organisations	A/I	E
Ability to work on own initiative	A/I	E
Ability to produce accurate work and pay attention to detail	A/I	E
Flexible approach to new systems and ways of working	A/I	D

Methods of Assessment Key		
A Application Form	I Interview	C Certificate
T Test	P Presentation	AC Assessment Centre

Review Arrangements
The details contained in this person specification reflect the experience, skills, abilities, qualifications etc required of the jobholder. It is acknowledged that these may change over time. Consequently, the Council may revise this person specification from time to time and will consult with the post holder at the appropriate time.

Prepared / Revised By	Deborah Davies
Role	Head of Revenues & Benefits
Date Revised	July 2026