



Revenues and Recovery Officer

LEVEL: Level 7

ACCOUNTABLE TO: Revenues and Recovery Team Leader

SALARY: £29,542 to £33,119 per annum (pro rata for part time hours)

LOCATION: Totnes/Tavistock/Agile

HOURS: 25 hours per week

CONTRACT: Permanent

Job Purpose

To work as part of the Revenues team with specific responsibility for ensuring that Council Tax is levied at the correct rate on the correct taxpayer(s) in a timely and efficient manner.

To help maintain the accuracy of the Council Tax database by acting on information received from a variety of sources.

Use all practical and legal measures to ensure that all Council Tax due is collected in an efficient and effective manner.

You will also be required to provide an excellent service to our customers through giving advice and assistance in writing, over the telephone and face to face.

Role Profile

- To effectively maintain the Councils' Revenues systems through information received from customers, agents, internal departments and external agencies.
- Assess liability for Council Tax and correctly bill including ensuring that all appropriate discounts and exemptions are awarded.
- To assist in all stages of the billing and recovery process including dealing with customer enquiries which arise by email, telephone or letter or in person providing an excellent, polite and courteous service at all times.
- To ensure the effective administration of empty properties by making necessary proactive enquiries with estate agents, solicitors and property owners.
- Identify and refer properties needing a visit to the Revenues Inspections Officers.



- Signpost customers experiencing financial hardship to other support such as council tax reduction, household support fund, debt and money advice organisations and Citizens Advice.
- Promote payment by direct debit.
- Ensure all activities and decisions result in the maximisation of revenue due to the Councils.
- To prioritise workloads to achieve service targets and collection rates, ensuring that a proactive approach is taken where there is a need to contact customers for further evidence or information in support of their account or debt.
- Negotiate and make arrangements to discharge debt owed to the Councils, including determining the most appropriate payment method for the council taxpayer and the Councils.
- Ensuring appropriate enforcement action is taken including issuing and monitoring Attachment of Earnings Orders and Attachment of Benefits Orders and referring cases to enforcement agents for collection.
- Ensuring that any suspicions of irregular or fraudulent applications for discounts, disregards or exemptions are referred for further investigation.
- To provide ad-hoc support for projects to improve service delivery.
- Assist with the administration of any schemes, designed to provide financial assistance to residents, assigned to the Revenues team in the future.
- To provide occasional support for the billing, collection and enforcement of business rates.
- To perform any other duties which fall within the broad spirit, scope, level and purpose of this role profile.

Person Specification

Qualifications

Essential	Desirable
Minimum 5 GCSEs or equivalent, including Maths and English, or equivalent work experience.	

Knowledge / Experience

Essential	Desirable



Experience of working in Revenues or a similar environment.	Recent experience of using NEC and Information at Work software.
Good working knowledge of council tax legislation and best practice including the enforcement process.	
Basic working knowledge of business rates legislation and best practice, including the enforcement process.	
Experience of using Revenues and Benefits software including an electronic document management system.	
Experience of dealing with customers, often in difficult circumstances.	

Skills / Abilities

Essential	Desirable
Excellent communication skills, both verbal and written.	Ability to constructively challenge the way the service works and contribute new ideas.
Ability to understand and apply complex and changing legislation.	
Ability to remain calm under pressure.	
Ability to prioritise workload, meet deadlines and performance targets and work effectively under pressure.	



Accuracy and attention to detail.	
Proactive approach to work and committed to providing excellent customer service.	
Proficient in the use of ICT including Microsoft applications and specialist systems.	
Ability to cope with a high volume and pressurised environment where customers are often under a high degree of personal and/or financial stress.	
Ability to adapt to changing priorities and have a flexible approach to work.	
Ability to explain complex decisions verbally and in writing to customers and colleagues, with the ability to adjust the style or nature as appropriate.	
Committed team player who can also work on their own initiative to complete tasks and achieve targets.	

General / Other

Essential	Desirable
A basic DBS check is required.	



General

The list above is not exhaustive; this role profile sets out the duties of the post at the time it was drawn up. Such details may vary from time to time without changing the general character of the duties or the level of responsibility involved.

Safeguarding Children & Adults at Risk

The Council has a Safeguarding Policy which outlines its responsibilities and the responsibilities of its employees. All employees need to be aware of this Policy and comply with the contents.

Equality, Diversity & Inclusion

The Council has an Equality, Diversity and Inclusion policy which outlines its commitment to creating a culture that respects and values each other's differences, promotes dignity, equality, diversity, and inclusion, encourages individuals to develop and maximise their true potential and combats prejudice, discrimination, and harassment.

Staff Code of Conduct

The public, our communities, customers, and colleagues are entitled to expect the highest standards of conduct from all people working for the Councils. The Code of Conduct sets out the general standards of conduct expected of everyone working for the Councils.

Climate Change

Contribute to the Council's corporate objectives in relation to climate change by considering the environmental impact of individual and collective actions, working to reduce resource and energy use, minimise waste, and anticipate and enhance the efficiency of services in response to a changing climate, wherever possible, to help the council reduce its own carbon footprint and that of the district.