Ashfield
DISTRICT COUNCIL

Job Profile

Post title: Revenues Visiting Officer

Department: Revenues and Benefits

Job families: Regulation

Grade: D

Responsible to: Revenues and Benefits Team Leader

Employees managed: None

Date of issue: September 2026

Overall Job Purpose

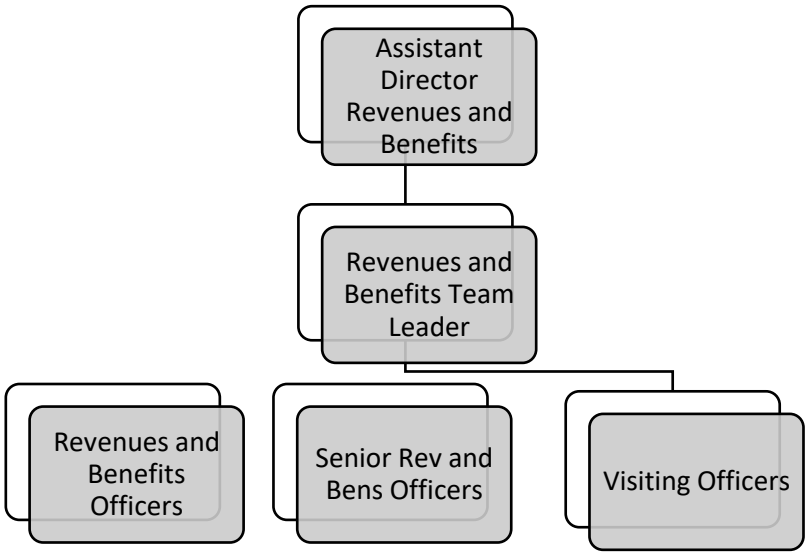
To conduct all types of visits as requested, on behalf of Revenues & Benefits Services in order to ensure a customer orientated service is delivered to members of the public and to support the Revenues & Benefits team in maintaining accurate revenues and benefits records.

This post requires a Basic DBS check.

Working Conditions

- Hybrid working with site visits required
- The postholder will work in a confidential environment dealing with highly sensitive and emotionally challenging information.
- The postholder is eligible to utilise the Flexi Time Policy.

Structure



Job Description

Operational management	• To undertake visits to customers in receipt of Housing Benefit and/or Council Tax support in order to validate or verify information and to gather appropriate evidence as required. • To conduct visits to Domestic and Non-Domestic Properties as directed in order to establish correct liability and whether or not any discount or exemption is applicable for individual cases. • To undertake any other visits relating to the Revenues and Benefits Service function as directed. • To make visits as requested to individuals in receipt of Housing Benefit and/or Council Tax support to collect information or evidence in support of their claim, to verify information held or to provide further information to them in order to assist with their application to their claim to Housing Benefit of Council tax support. • Undertake visits as directed to unoccupied and occupied domestic properties in order to establish correct liability for Council Tax and also any circumstances that may lead to a discount or relief that may be applicable. • To hand deliver relevant recovery documentation (i.e., summonses, warrants of apprehension etc) to individuals or companies as directed. • Undertake visits in respect of benefit overpayments to explain the detail and agree payment arrangements as necessary.
Communication	• To provide general advice to members of the public with regard to any entitlement to Housing Benefit and/or Council Tax

	Support and provide advice regarding liability, entitlement to discounts and reliefs in respect of Council Tax and Non-Domestic Rates. • Conduct interviews and make all appropriate enquiries, both internal and external as necessary before, during or after conducting the visit to establish and relevant facts and circumstances for individual cases. • Maintain accurate records and prepare written communication to the customers and other agencies as necessary in order to obtain information and in response to queries raised. • Taking responsibility for resolving customer enquiries or completing actions arising from customer enquiries. • Adhere to relevant working practices, methods and procedures and undertake relevant training and development as required and respond positively to new and alternative ways of working. • Demonstrate a commitment to the delivery of excellent service for all customers and service users.
Partnership / corporate working	• Ensure that appropriate cases are referred to the applicable Fraud Department in cases where there are anomalies or there is a suspicion that a claim for discount or relief may be fraudulent. • To be responsible for own personal development, attending Personal Development Reviews and raising any training requirements with the Revenues Recovery Team Leader. • Operate according to the Council's corporate values and codes of behaviour. • Ensure at all times all Health & Safety legislation requirements are met and that the Council's Health & Safety Policy, its arrangements and procedures are implemented. This includes, where applicable, taking responsibility for personal health and safety and having regard to other persons affected by the performance of the duties of the post; ensuring that risk management objectives are delivered and other risk management activities effectively implemented and monitored. • Have a commitment to and understanding of the Council's approach to equality and diversity and promote and deliver fair, sensitive and quality services. • Comply with all relevant Council policies and procedures including financial regulations, code of conduct, HR policies / procedures, Data Protection, Freedom of Information Act and ICT Codes of Practice.
Resource management (including Financial and Physical)	• To carry out any other duties commensurate with the grade that may be required from time to time by the Revenues & Benefits Management Team.

	• Manage and / or use resources in ways that ensure value for money and supporting the commercialism agenda. • Exercise proper care in handling, operating or safeguarding any equipment, vehicle or appliance provided, used or issued for the performance of the duties of the post.
Systems and information	• To maintain an accurate and contemporaneous record of all visits undertaken to include mileage and any other statistical information as required. • Input of all information onto appropriate systems and checking any output for accuracy to ensure that all circumstances are included and relevant documentation is promptly dispatched. • Maintaining a high level of confidentiality, adhering at all times to the requirements of legislation and Council policies and procedures. • Input information onto appropriate systems and checking any output for accuracy to ensure that all circumstances are included, and relevant documentation is promptly dispatched. • Maintain accurate records and prepare written communication to the customer and other agencies as necessary to obtain information in response to queries raised. • Engage with digital models of service delivery and support the implementation of digital working methods.
Strategic management	• Adhere to relevant working practices, methods and procedures and undertake relevant training and development as required and respond positively to new and alternative ways of working. • To attend and contribute to regular team meetings, ones to ones with supervisors and raise any issues as required. • Having a commitment to personal development and attend such courses, seminars, conferences, and other forms of training as may be required to assist the post holder carry out their duties.