Ashfield
DISTRICT COUNCIL

Job Profile

Post title: Senior Revenues Officer - NDR

Department: Revenues and Benefits

Job families: Regulation

Grade: E

Responsible to: Revenues and Recovery Team Leader

Employees managed: None

Date of issue: October 2026

Person Specification

Essential upon appointment	Desirable on appointment
Knowledge / Qualifications • A minimum of 3 GCSE grade C passes or equivalent, including Mathematics and English • Good working knowledge of the legislation surrounding Non-Domestic Rates • Knowledge of the processes and legislation relating to Council Tax	• IRRV Technician level or equivalent
Experience • Experience of working with computer systems • Demonstrable experience of dealing with Non-Domestic Rates • Experience of working in a team environment • Experience or knowledge of court proceedings for the recovery of local authority revenue	
Skills • Ability to work accurately under pressure to tight deadlines • Ability to analyse and interpret complex information	

• Ability to communicate clearly and effectively using different media • Ability to work flexibly and copy with changing demands • Ability to remain calm under pressure and deal effectively with distressed, agitated, or irate customers • The ability to work as an individual or as part of a team	
Other Requirements • Appreciation of the issues facing disadvantaged groups • The postholder is required to undertake a Basic DBS check • The postholder is eligible for casual car user allowance	

Competencies

Please refer to the Employee Competency Framework for more information about the behaviour descriptors for each competency.

Equality Act 2010

The ways in which a disabled person meets the criteria for a post must be assessed as they would be after any reasonable adjustments required had been made.

If appropriate, disabled candidates should indicate on the application form if they have needs which should be considered at the shortlisting stage.