TENDRING DISTRICT COUNCIL

JOB DESCRIPTION

Job Title: **Revenues Officer** Post No: **10001325**

Department: **Corporate Services**
Reports to: Assigned Line Manager Grade: **2-5**

1. JOB PURPOSE

- To assess liability to pay Council Tax and Business Rates
- Process claims for Housing Benefit
- To manage and maintain customer records.
- To maintain the revenues and benefits databases so as to provide effective customer service.

There are no direct supervisory responsibilities.

2. JOB ACTIVITIES INCLUDE

a. Establish liability for Council Tax & NNDR through contact with taxpayers.

b. Evaluate claims for benefit (housing benefits and local council tax support).

c. To respond in a positive manner to enquiries from customer contact, by phone, letter, email, or in person.

d. Accurately evaluate the nature of customer enquiries and determine the appropriate action to be taken.

e. To be proactive in making direct contacts with customers to discuss:

- Payment and recovery on accounts
- Applications and assessment for help with Benefits, Discounts and Exemptions.

f. Maintain and monitor customer records

g. Organise, deliver and maintain reliable customer service

h. Improve the customer relationship

i. Work with others to improve customer service

j. Monitor and solve customer service problems

k. Contribute to the maintenance of a healthy, safe and productive working environment.

l. Achieve personal effectiveness by identifying with their manager's skills and knowledge gaps through informal and formal 121s & appraisals

3. SUPERVISION AND RESPONSIBILITIES

The postholder will communicate with other departments, teams and outside organisations. The work may involve changing rapidly from one task to another during the working day.

The postholder will work under supervision of their manager.

The postholder must work to attain optimum performance in service delivery within your area of responsibility.

The postholder should seek the advice of their line manager on difficult or contentious decisions.

4. SPECIAL CONDITIONS

(a) The postholder must comply with legislative requirements of data protection, health, safety and welfare ensuring good practice standards at all times.

(b) To ensure proper adherence to the Council's Grievance, Disciplinary, Capability, Harassment and other Human Resources policies and procedures.

(c) Take all possible reasonable steps to create a harmonious working environment using consultation, effective communication and team working techniques.

(d) Where applicable, to post holder will need to be able to drive insurance and access to a car for work purposes together with the appropriate business insurance

This job description is a guide to the duties the postholder will be expected to undertake. It is not required to be exhaustive or exclusive and will be changed as working requirements dictate.

TENDRING DISTRICT COUNCIL

PERSON SPECIFICATION

Job Title: **Revenues Officer** Post No: **????-?????**

It will help the assessment of your application if you ensure it addresses each of the requirements set out in this document.

PROFESSIONAL & TECHNICAL DEVELOPMENT

- General education to GCSE standard or equivalent
- GCSE (A* - C) English Language & Mathematics or equivalent
- Able to operate MS-Word, Excel, Outlook (a Level 2 IT qualification would be an advantage)
- Level 2 NVQ in Business Administration or Customer Service (Level 3 would be ideal)
- A full UK driving licence, access to a vehicle and the appropriate business insurance would be preferred
- Experience of working in an office which involved dealing with the public either face to face or by telephone.
- Practical understanding of related Council Tax procedures.
- Working experience of any Department of Work and Pensions, benefits or welfare rights advice.

COMPETENCY REQUIREMENTS

The following competencies will be used in making the initial selection decision:

2.1 Working with People

a. Demonstrates an interest in and understanding of others.
b. Adapts to the team and builds team spirit.
c. Recognises and rewards the contribution of others.
d. Listens, consults others and communicates proactively.
e. Supports and cares for others.
f. Develops and openly communicates self-insight such as an awareness of own strengths and weaknesses.

2.2 Adhering to Principles and Values

a. Upholds ethics and values.
b. Demonstrates integrity.
c. Promotes and defends equal opportunities, builds diverse teams.
d. Encourages organisational and individual responsibility towards the community and the environment.

3.1 Relating and Networking

a. Establishes good relationships with customers and staff.
b. Relates well to people at all levels.
c. Manages conflict.
d. Uses humour appropriately to enhance relationships with others.

4.3 Analysing

a. Analyses numerical data, verbal data and all other sources of information.
b. Breaks information into component parts, patterns & relationships.
c. Probes for further information or greater understanding of a problem.
d. Makes rational judgements from the available information and analysis.

6.3 Following Instructions and Procedures

a. Appropriately follows instructions from others without unnecessarily challenging authority.
b. Follows procedures and policies.
c. Keeps to schedules.
d. Arrives punctually for work and meetings.
e. Demonstrates commitment to the organisation.
f. Complies with legal obligations and safety requirements of the role.

Applicants should note:

- *That the above competencies are part of the Council's Universal Competencies Framework and there will be other competencies relevant to this role that will be used in the on-going appraisal of the person appointed.*

- *The successful postholder will be expected to undertake the personal development necessary to meet fully the requirements of the Role Description and Person Specification e.g. gaining a qualification to validate knowledge obtained through experience.*

- *Applicants should also take note of the requirements of the Career Grade for this post. The Career Grade details additional requirements that will be used to determine the pay rate on appointment and in the management of performance and pay progression after appointment according to the needs of the business*

CAREER GRADE SCHEME

Department	Corporate Services	Applies to Post No(s)	
Post Title	**Revenues Officer**	Grades	2 To 5

Level 1 – Initial appointment and induction
Must meet the requirements of the person specification before consideration of Level 2 can commence giving general business support.

Level 2 – Criteria to be met before progression to Pay Grade 3 **SCP 15.**
To be able to deal with post and general office administration supporting the function of the revenues officers.

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Competency	Criteria Ref:	Heading	Behaviours
	1	3.2 Persuading and Influencing	a. Makes a strong personal impression on others b. Promotes ideas on behalf of self and or others
	2	6.1 Planning and Organising	a. Sets clearly defined objectives b. Manages time effectively d. Monitors performance against deadlines & milestones
	3	7.2 Coping with Pressures and Setbacks	a. Works productively in a high pressure environment b. Keeps emotions under control during difficult situations c. Balances the demands of a work life and a personal life d. Maintains a positive outlook at work e. Handles criticism well and learns from it
	4	8.1 Achieving Personal Work Goals and Objectives	c. Identifies development strategies needed to achieve career goals and makes use makes use of developmental or training opportunities d. Seeks progression to roles of increased responsibility and influence
Knowledge & Formal Training	5	Revenues and Benefits Knowledge	Demonstrates a general understanding of Revenues and Benefits functions including Council Tax Benefit, Rent Rebate for Council tenants and Rent allowance for registered social landlord tenants based upon being in receipt of Income Support / Jobseekers Allowance.
	6	General IT	Intermediate Word, Excel plus Outlook
Tasks / Skills	Criteria Ref:	Item	Performance
	7	General Administration	Basic understanding of Housing Benefit, Council Tax and NNDR legislation Recognises and understands the relevance of all the departments forms, both in paper format and online Understands basic navigation of the Northgate screens Has demonstrated the ability

There is an on-going need for staff to operate at the higher level.

Level 3 – Criteria to be met before progression to Pay Grade 4 **SCP 18**
Continues to meet all previous criteria plus those set out below

To support the operational teams by performing system interrogation, dealing with reports and pre and post liability and benefit assessment work. Direct contact with customers on reception to encourage web based contact in support of the channel shift strategy

Competency	Criteria Ref:	Heading	Behaviours
	8	2.1 Working with People	a. Demonstrates an interest in and understanding of others b. Sets appropriate standards of behaviour c. Listens consults others and communicates proactively d. Supports & cares for others e. Develops self insight such as an awareness of own strengths & weaknesses
	9	3.3 Presenting and Communicating Information	a. Speaks clearly and fluently b. Expresses opinions, information and key points of an argument clearly; c. Projects credibility.
	10	6.2 Delivering Results & meeting Customer Expectations	a. Focuses on customer needs and satisfaction b. Sets high standards for quality & quantity c. Works in a systematic, methodical and orderly way
	11	7.1 Adapting and Responding to change	a. Adapts to changing circumstances b. Accepts new ideas and change initiatives; c. Adapts interpersonal style to suit different people or situations; d. Shows respect and sensitivity towards cultural and religious differences
Knowledge & Formal Training	12	General Competence	Level 2/3 NVQ Business Administration or Customer Service
	13	Specialist Knowledge	Demonstrates a good understanding and practical application of the aims of Council Tax, NNDR & Housing Benefits and LCTS.
Tasks / Skills	Criteria Ref:	Item	Performance
	14		Effectively and efficiently obtains, verifies and processes information in relation to pre and post benefit assessment work, and billing in respect of housing benefit. Council Tax, Benefits and NNDR. • Applies changes to databases in line with both in house &third party systems and reports • Obtains, collates and verifies information from various sources including DWP systems, Land Registry. • Collates data for management reports • Undertakes ad hoc quality control checks to ensure accuracy across benefits council tax and NNDR • Updates databases with basic changes • Regular customer contact via telephone /reception to book appointments, deal with basic assessments queries Carries out a minimum of 2 of the following effectively and efficiently: • Works with a minimum level of supervision to assess pension age and passported claims for LCTS & Social Sector Housing Tenants • Raises Liability and applies changes of circumstances in respect of Council Tax • Raises Liability and applies changes of circumstances in respect of /NNDR • Proactively contacts customers via telephone/letter/face to

			face to check correct entitlement to discounts & benefits • Advises customers in respect of arrears of council tax/NNDR/housing benefit overpayment.
There is an on-going need for staff to operate at the higher level.			

Level 5 –**Continues to meet all previous criteria plus those set out below**

- To identify problems and generate solutions at customer service level.
- Handle difficult or potentially aggressive situations appropriately.

Competency	Criteria Ref:	Heading	Behaviours
	8	1.1 Deciding and Initiating Action	a. Makes prompt clear decisions which may involve tough choices or considered risks b. Takes initiative, works with confidence and is able to work under own direction. c. Initiates and generates activity
	9	4.1 Writing and Reporting	a. Writes clearly, succinctly and correctly b. Writes convincingly in a engaging and expressive manner c. Avoids the unnecessary use of jargon or complicated language; d. Writes in a well-structured and logical way; e. Structures information to meet the needs and understanding of the intended audience.
	10	4.2 Applying Expertise and Technology	a. Applies specialist and detailed technical expertise; b. Develops job knowledge and expertise (theoretical and practical) through continual professional development c. Shares expertise and knowledge with others d. Uses technology to achieve work objectives; e. Demonstrates appropriate physical co-ordination and endurance, manual skill, spatial awareness and dexterity f. Demonstrates an understanding of different organisational departments and functions.
	11	7.1 Adapting and Responding to change	a. Positively adapts to changing circumstances and work processes b. Promotes new ideas and change initiatives to support system thinking and channel shift c. Adapts interpersonal style to suit different people or situations; d. Shows respect and sensitivity towards cultural and religious differences .
Knowledge & Formal Training	12	General Competence	Level 2/3 NVQ Business Administration or Customer Service or similar
	13	Specialist Knowledge	Demonstrates a good understanding and in depth practical application of the aims of Council Tax, NNDR,Housing Benefits and LCTS and can support less experienced revenues officers with more detailed and in-depth customer enquiries within

			their area(s) of expertise.
Tasks / Skills	Criteria Ref:	Item	Performance
	14		Carries out a minimum of 3 of the following effectively and efficiently: • Works with a minimum level of supervision to assess standard housing benefit claims for all tenancy types and LCTS with a minimal level of support. • Has detailed knowledge of NNDR legislation and is able to deal with detailed queries, correspondence & update systems with a minimal level of support. • Has detailed knowledge of Council Tax and is able to update systems and deal with detailed queries, & correspondence with a minimal level of support • Deals effectively with internal and external customers to encourage channel shift and maximise the use of resources. • Attends court to represent the council in cases involving evictions and non-payment of Council Tax NNDR. • Takes responsibility for Council Tax and /or NNDR recovery timetable and associated notices

Approved	Head of Department Sign		Date	
	Workforce Dev Manager Sign		Date	

For the purpose of the Human Resource Department only

	Signed	Date
Existing employees		
☐ Letter sent to employee		
☐ Copy for Exchequer		
☐ Copy for employees personnel record		
Recruitment		
☐ PDF version attached to recruitment site on internet		
☐ PDF version attached to Workforce		
☐ Copy for interview panel		