

ROLE PROFILE

Job Title: Revenues Officer
Reporting to: Revenues Team Leader
Salary Band: 3

Generic Responsibilities

Help me with my financial situation - To provide a customer focussed revenues service and to administer the billing, collection and recovery of council tax and business rates efficiently and in accordance with current statutory regulations.

To ensure the provision of a high quality service to customers including accurately calculating liability and awarding correct discount and exemptions.

Corporate Accountabilities

Equality, Diversity and Inclusion

- Work to eliminate unlawful discrimination, harassment and victimisation and report incidents as they occur. Treat everyone with dignity and respect and ensure individual's needs are met. Challenge inappropriate behaviour and language constructively.

Health and Safety

- To operate with due regard to the Council's policies, procedures and guidance and undertake any health and safety training as appropriate.

Information security and governance

- Manage information in line with the Council's policies, procedures and guidance on Data Protection, GDPR, Freedom of Information, confidentiality, information security and sharing to ensure compliance and efficient and effective information governance.

Safeguarding

- Maintain awareness of Council policies and practices regarding the safeguarding of children, young people and vulnerable adults who may be at risk. Report concerns in accordance with corporate guidance and procedures.

Task Specifics

This is the non-contractual element of the post and is a more detailed description of day to day activities which will be reviewed in line with the appraisal process and can change when priorities change

- Establish chargeable occupation and liability and issue council tax and business rates bills accordingly.
- Accurately action notifications received by phone, visit, reports, post and email from council taxpayers, businesses or their agents by amending computer records to reflect changes in liability.
- Apply reliefs, exemptions or discounts in accordance with complex statutory legislative requirements, carefully checking information provided and requesting supporting information when necessary.
- Achieve maximum revenue collection and keep arrears to a minimum by ensuring all appropriate recovery action is taken whilst maintaining a high level of customer satisfaction.

- Prioritise workload to ensure business objectives are achieved and customer requirements are met.
- Provide accurate information on both routine and complex issues from customers which can involve interpretation of information, guidance and legislation in a clear and concise manner.
- Update customer information accurately using various IT systems and software packages.
- Respond to communications from customers or agents and advise on eligibility of discounts and reliefs and refer more complex issues which cannot be resolved to the Revenues Team Leaders.
- Support aspects of the recovery process including the setting up of special arrangements, attachment of earnings and recalculation of bills.
- To deal with enquiries arising from the issue of reminders, final notices and summonses in accordance with agreed guidelines.
- Work closely with customers to negotiate effective repayment plans that balance the customers' ability to pay with maximising collection rates for the Council. Monitor any arrangements made and take action on those who default.
- Work with colleagues to achieve purpose and work together to share ideas to continue to improve the service delivered to the customer.
- Accurately administer direct debits in accordance with the direct debit scheme and encourage direct debit take up and paperless billing.
- Attend the Council's customer service centre on a rota basis if required.
- Maintain a professional knowledge and keep up to date with changes to council tax, national non domestic rates and other relevant legislation including data protection.
- Work closely with other teams including benefits, customer services and overpayments to develop positive working relationships so that customers receive a joined-up approach where issues cover more than one service.

Values and Behaviours			
Work to the Council's Values and associated Behaviours – W.F.D.C.			
We are Working Together	We are Fair	We are Dependable	We put Communities first
We are one team, all working towards the Council's vision for the district	We treat people fairly, we are inclusive and embrace our differences	We do what we say we are going to do, you can trust us to deliver on our promises	We listen, we set targets for ourselves and the services we deliver

Skills, Knowledge, Experience, Qualifications
<p>Essential</p> <ul style="list-style-type: none"> • 5 GCSEs at Grade C or above, or equivalent NVQ2 qualifications which must include English and Mathematics. • Accomplished customer care skills with the ability to show empathy and converse at ease with members of the public including vulnerable people. • Excellent attention to detail with high levels of accuracy.

- Self-motivated, enthusiastic and able to deal with a heavy and varied workload.
- Proven experience of working to deadlines in a busy administrative environment.
- Must be able to remain calm in stressful situations.
- Excellent verbal and written communication skills including ability to satisfactorily deal with complex and contentious customer enquiries.
- Ability to handle confidential and sensitive information with discretion.
- Ability to work under pressure with frequent interruptions to respond to customer demands.
- Must be able to interrogate a variety of computer systems and accurately record data.
- Able to learn, and competently apply, complex legislation.
- Experience of dealing with the public in difficult circumstances.
- Working under pressure to tight deadlines and prioritise own workload.
- Always act in a professional manner.
- Must be able to work as part of a team, willing to help others and take responsibility for own work as required.
- Willing to take instructions and carry them out as requested.
- Motivated with the ability to listen to, work well with and be respectful to others and committed to being a team player.
- A positive and 'can do' attitude.
- Must have a flexible approach to working hours and able to work outside normal office hours if necessary.

Desirable

- IRRV qualification or equivalent.
- Knowledge of council tax/business rates legislation.
- Experience of working in local government.

Special Conditions of the Role

Basic DBS check required

Date reviewed – November 2024