

## Post Specification

<b>Date</b>	<b>June 2024</b>
<b>Post Group Number</b>	<b>8263</b>
<b>Post Title</b>	<b>Revenues Officer</b>
<b>Job Family</b>	<b>Regulation and Technical</b>
<b>Job Family Role Profile</b>	<b>RT6</b>
<b>Final Grade</b>	<b>Grade 6</b>

To be read in conjunction with the job family role profile

<b>Service Area description</b>
<p>This post is part of the Revenues and Benefits service area within the Resources Directorate. The service makes provision for the prompt and accurate billing, collection and recovery of Council Tax and Business Rates relating to over 130,000 household and businesses within the Westmorland and Furness area. The service is responsible for the administration of over 18,000 claims for both Housing Benefit and Council Tax Reduction, providing financial support to those in need towards their housing and Council tax costs.</p>
<b>Purpose of this post</b>
<p>To maintain accurate and up to date records in relation to Council Tax and Business Rates, ensuring compliance with statutory requirements and locally determined policies.</p>
<b>Key job specific accountabilities</b>
<ul style="list-style-type: none"> <li>• Ensure Council Tax, Business Rates and BID records are accurate and up to date by updating information relating to changes of occupation of property, including any amendments to discounts, exemptions, reliefs and premiums on a timely basis. This includes setting up new accounts, transferring balances between years and/or accounts, the recording of relevant information on system notebooks where appropriate and producing bills or making refunds.</li> <li>• Set up new properties on the database, create relevant accounts and generate reports to the Valuation Office Agency. Send appropriate letters such as completion notices</li> <li>• Determine applications for discounts, exemptions and reliefs and establish eligibility for these where no application is made. Organise and carry out regular review of discounts, exemptions and disabled band reductions.</li> <li>• Deal with the recovery of council tax and non-domestic rates up to and including the summons stage of the recovery process. This includes negotiating payment plans with customers.</li> <li>• Provide advice and assistance to customers in a professional, courteous and confidential manner whether in person, via the telephone or in writing. This includes liaison with external organisations providing statutory or voluntary services.</li> <li>• Administration of the direct debit scheme including input and amendment of direct debit instructions, reversal of unpaid direct debit payments and issue of notifications to taxpayers ensuring compliance with BACS requirements.</li> <li>• Assist with the indexing of all items of incoming documentation, by date and type, into the Enterprise document management system.</li> <li>• Accept payments on behalf of the Council via debit card.</li> <li>• Assist with the training and development of new team members.</li> </ul>

- Ensuring all activities are carried out in accordance with the Council's constitution, regulations, policies, and national standards.
- Carrying out any other duties requested within the employee's skills and abilities whenever reasonably instructed.

**Please note annual targets will be discussed during the appraisal process**

**Key facts and figures of the post**

<b>Budget Responsibilities</b>	<ul style="list-style-type: none"> <li>• None</li> </ul>
<b>Staff Management Responsibilities</b>	<ul style="list-style-type: none"> <li>• None</li> </ul>
<b>Other</b>	<ul style="list-style-type: none"> <li>• N/A</li> </ul>

**Essential Criteria - Qualifications, knowledge, experience and expertise**

**Qualifications**

**Essential**

Good standard of education with a minimum of 5 GCSE's or equivalent including Mathematics and English or demonstrable experienced based on current work-based competency

**Desirable**

IRRV Technician Qualification

**Knowledge/Experience**

**Essential**

- Experience of working in a financial environment
- Proficient use of IT systems and Microsoft office applications
- Experience of dealing with customers in a range of different circumstances
- Proven ability to communicate effectively with a wide range of individuals including customers, colleagues and stakeholders both orally and in writing
- Ability to organise and prioritise workload, to ensure work is accurate and completed in a timely manner
- Excellent team player and also able to work independently
- Working knowledge and understanding of GDPR
- To act in a tactful, diplomatic manner and remain calm and professional in all situations
- Understand the Councils values and priorities and ensure the priorities link to the role

**Desirable**

- Demonstrable knowledge of Council Tax and Non Domestic Rates
- Proficient use of Capita and Enterprise ICT systems including IWorld and Information@work

**Disclosure and Barring Service – DBS Checks**

- This post requires a DBS check.
  - The level of check required is: DBS Basic

**Job working circumstances**

<b>Emotional Demands</b>	<ul style="list-style-type: none"> <li>• Ability to manage the emotional demands of the role.</li> </ul>
<b>Physical Demands</b>	<ul style="list-style-type: none"> <li>• Normal</li> </ul>
<b>Working Conditions</b>	<ul style="list-style-type: none"> <li>• Flexible working is currently permitted based upon service requirements. Officers will be required to come into the office subject to agreement by the manager</li> </ul>

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|  | <ul style="list-style-type: none"><li>• Officer must be willing to attend meetings or training events to keep up to date with changes.</li></ul> |
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<b>Other Factors</b>	