

JOB DESCRIPTION

POST TITLE:	Revenues Officer
POST REFERENCE:	TBC – this will be provided by HR
DEPARTMENT:	Revenues and Benefits
LOCATION:	Frog Lane, Lichfield
RESPONSIBLE TO:	Revenues and Benefits Manager
RESPONSIBLE FOR:	N/A
SALARY BAND:	Band G

PURPOSE OF JOB:

The post holder will operate within a generically focused Revenues and Benefits team with the responsibility for delivering the following key functions:

- Council Tax, Non-Domestic Rating and BIDS, billing, collection and enforcement.
- Maintain and actively pursue debts for sundry income and Housing Benefit overpayments.

This is a generic job description, and the post holder is expected to work flexibly across the service areas to meet the changing demands and achieve a first point of contact resolution wherever possible. As the team moves towards a more generic-focused service the post holder is expected to attend training to expand their Benefits processing knowledge and provide additional processing resilience and support to the Benefits team.

These services are carried out in compliance with the appropriate Legislation and in accordance with the Council's policies and procedures. The post holder will be required to keep up to date with Legislative and policy changes relating to the Revenues and Benefits service area.

Key Duties and Responsibilities:

1. Determine liability and maintain Council Tax, Business Rates and BID accounts, as required, by actioning changes and ensuring accurate, prompt and compliant billing.
2. Support the functionality of the sundry debtor's system to include testing, prompt issue of invoices and correct cash allocation and produce information where requested.
3. Assist in the recovery process for Council Tax, Business Rates, Sundry income and Housing Benefit overpayments, actively pursue and enforce the appropriate course of recovery action and assist in the preparation of court documentation for the manager.
4. Assist the Benefits team, as required, to process applications, changes and reviews relating to Local Council Tax Support, following the principles of the Lichfield LCTS scheme, keeping data up to date and accurate and overpayments low.
5. Assist in the administration of the Direct Debit Scheme including the transmission of Direct Debits, dealing with cancellations and rejections.

6. To action changes to the valuation list for both council tax and business rates and report changes in a timely manner.
7. Answer enquiries from customers, third parties and external agencies in writing, on the telephone and in person, including home/ business visits (as required) and by attendance at court.
8. Provide advice, guidance and training to staff across the Council in the interpretation of policies, procedures and Legislative matters relating to Corporate debt (Including but not limited to VAT rules and financial procedure rules), Council Tax, Non Domestic Rating and Housing Benefit Overpayments to enable them to work efficiently.
9. Help to review policies and procedures, focusing on delivering an excellent service.
10. Inspect residential and commercial properties, as required, to maintain accurate data.
11. Undertake training as required by the service.
12. Perform all tasks to an acceptable standard, both in terms of volumes and level of accuracy and meet key performance targets as set out by the service.
13. Embrace and promote the values of the organisation and ensure that the highest standards of conduct and behaviour in line with Council's Code of Conduct, including maintaining awareness and taking action wherever necessary to contribute to the safeguarding of vulnerable people.
14. Ensure that service provision respect and reflect the needs and diversity of communities residing within the district and decisions are taken with full regard to the Council's policies on equality and diversity, whilst visibly demonstrating a commitment to the principles, aims and objectives of such.
15. Ensure a positive and proactive approach to the management of health and safety across all areas of responsibility.
16. The Council reserves the right to vary the content of the job description, after consultation, to reflect the changes to the job without changing the general character of the post or level of responsibility.

CONTACTS:

The job holder will have contact with the public, businesses, courts, police, valuation office agency; department for work and pensions; department for communities and local government, enforcement agents; other councils, employers via telephone, face to face or written contact.

PERSON SPECIFICATION

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POST REFERENCE: TBC

Criteria Requirement: E=Essential, D=Desirable

Method of Assessment Key: A=Application, I=Interview, T=Test, P=Presentation.

QUALIFICATIONS/ PROFESSIONAL MEMBERSHIPS	REQUIREMENT	ASSESSMENT
A good standard of Maths and English	E	A/I
Studying for or attainment of IRRV Revenues technician or Benefits technician qualification.	D	A/I
KNOWLEDGE AND EXPERIENCE	REQUIREMENT	ASSESSMENT
A working knowledge of the Local Government Finance Act 1988 and 1992, the Council Tax (Administration and Enforcement) Regulations 1992 and the Non-Domestic Rating (Collection and Enforcement) (Local Lists) Regulations 1989 and associated case law; or A working knowledge of Housing Benefit Legislation and Local Council Tax Support Legislation.	E	A/I/T
Experience of working in a Revenues or Benefits team.	E	A/I
Working knowledge of a Revenues and Benefits System.	E	A/I
Knowledge of the Council tax, business rates and BIDs recovery process.	D	A/I
Knowledge of the authorities' current revenues and benefits software and document management system	D	A/I
SKILLS AND BEHAVIOURS	REQUIREMENT	ASSESSMENT
Ability to gather and analyse facts and information	E	A/I/T
Must be able to work on own initiative.	E	A/I
Demonstrates a high commitment to equality, diversity and wellbeing through active promotion of these agendas.	E	A/I
Demonstrate and understanding of the Council's organisational values & a commitment to apply them.	E	A/I



OTHER FACTORS	REQUIREMENT	ASSESSMENT
Demonstrates personal integrity with a strong adherence to corporate governance and ethics and values expected in a public service setting. Demonstrate that you have a sufficient fluency in speaking English to perform effectively in this role	E	A/I
A courteous firm and fair approach to customers.	E	A/I
Ability to deal with belligerent customers.	E	A/I
High standard of written and verbal communications.	E	A/I
Ability to work flexible working hours to suit the demands of the service	E	A/I
Good team player	D	A/I
Training skills	D	A/I
Current driving license	E	A
Experienced in Microsoft Office	D	A/I