

Revenues, Benefits & Customer Services

Revenues Officer

Job Description and Person Specification

10th June 2009

Job Description

Job Title:	Revenues Officer
Department:	Revenues, Benefits and Customer Services
Team:	Revenues - incorporating Business Rate, Council Tax Billing, Control, Recovery & Insolvency
Post number:	PB0080; PB0082
Grade:	LBR05
Hours/weeks: <i>E.g. 36 hours/52.14 weeks</i>	36
Base location:	22/26 Clements Road Ilford Essex IG1 1BD
Reports to: <i>Job title</i>	Revenues Team Leader
Responsible for: <i>Job titles of direct reports</i>	No direct line management but may be responsible for the supervision of trainee and work placement employees on occasion
Role purpose and role dimensions: <i>Overview of the job</i>	Billing and Collection of Council Tax (£110million) and Business Rates (£49million)
Key external contacts: <i>Organisations</i>	Land Registry, Companies House, UK Home Office Border Agency, Hospitals, Care Homes, GP Surgeries, Universities, Schools, Prisons, Solicitors, Foreign Office, Locta, Equifax, Experian, Target, Drakes & Marston & Newlyn Bailiffs, Insolvency Practitioners, Court Services, National Warrants MP's and Councillors, Other Local Authorities, Official Receivers, Police, Her Majesty's Revenues & Customs, Valuation Office Agency.
Key internal contacts: <i>Job titles or groups of staff</i>	Listing Officer, Electoral Registrar, Benefits, Cashiers, Income, Payroll, Finance, Outside Inspectors, Work Colleagues, Housing Advice, Building Control, Welfare Benefits
Financial dimensions: <i>Equipment, cash, property etc. for which employee is responsible.</i>	General Office Equipment, VDU/Keyboards, Laptops. Cash Collected at Court and Counter, Cheques sent from Bailiffs
Key areas for decision making:	Property Database Maintenance, Liability to Council Tax and Business Rates, Processing Discounts, Exemptions and Reliefs, Recovery of Council Tax and Business Rates and Method of Recovery, Cash Reconciliation.
Other considerations: <i>E.g. working patterns</i>	Monday to Friday 8.30 to 5.00pm, Flexi core time 10- 12 and 2.30 to 4pm Attendance at Magistrates Court monthly.

Key accountabilities and result areas:	Key elements:
Ascertain Liability to Council Tax and Business Rates	This will involve: Initial client contact, issuing of enquiry forms to obtain relevant information, requesting visits by outside inspectors to verify information.
Update Customer and Property Records via the extensive use of varied Council Databases	This will involve: Ensuring all information received is input to the database systems in a prompt and efficient manner to ensure the Authority's records are as accurate as possible
Authenticate entitlement to Council Tax Discounts, Exemptions and Relief and Small Business Rate Relief	This will involve: Issuing appropriate documentation for completion both to the customer and relevant bodies, verify documents that are returned are genuine and that customer is in receipt of the qualifying benefits.
Process Refunds, Write Offs and Direct Debits	This will involve: Checking Databases to ensure credits are correct. Carry out various methods of tracing to ensure customer can't be found before submitting debt for w/off. Requesting Bank Details from customer and liaising with their Bank to set up Direct Debits, Trace missing payments and inform customer if their bank rejects payment.
Liaise with other services both internal and external for the purpose of exchanging and verifying information	This will involve: Internal and external phone contact, email or written correspondence including the Valuation Office Agency to solve complex Banding or Rateable Value cases.
Deal with Council Tax and NNDR payers queries, which can be both complex and contentious via effective letter writing and all other methods of communication, in a polite and professional manner, remaining customer focussed and orientated at all times	This will involve: Initial Client contact, checking databases to verify information, providing break- down of account, payments due and made, providing advice and copies of legislation
Maximise revenue through the assertive collection of Council Tax and National Non Domestic Rates	This will involve: Ensure that the Council Tax property bandings and Rateable values are up to date and the issuing of appropriate documentation to facilitate the timely payment of due amounts and issuing of relevant notices in case of non- payment
Represent the Authority at Magistrates Court for Liability hearings and County Court for Bankruptcy and Charging Orders	This will involve: Face to face interviews with Client to negotiate payment arrangements. Assisting our solicitor in answering any queries put forward by the District Judge.

Negotiate payment arrangements and make decisions on the most appropriate method of recovery of Council Tax & NNDR from Billing to Bankruptcy	This will involve: Initial Client contact to establish reason for non payment, request of means form to establish clients ability to pay, providing debt advice and referral to welfare benefits
To develop and maintain a good working knowledge of Council Tax Procedures and Legislation in order to Represent the Council when dealing with Taxpayers during normal working practice and at court	This will involve: Keeping up to date with new legislation as it comes into effect, attending in house and external training courses.
Reconcile property valuation bands with the Valuation Office, action splits and mergers and ensure property database accurately reflects the valuations list	This will involve: Update and reconcile the Property database on a weekly basis and liaise with the Valuation Office. Process Building Control, Electoral Registration and Planning Information to ensure records are kept up to date. Requests to Outside Inspectors to visit property to confirm splits and mergers
General accountabilities and responsibilities	
Green Statement	This will involve: <ul style="list-style-type: none"> ▪ Seeking opportunities for contributing to sustainable development of the borough, in accordance with the Council's commitment to making Redbridge a cleaner, greener place to live. In particular, demonstrating good environmental practice (such as energy efficiency, use of sustainable materials, sustainable transport, recycling and waste reduction) in your job.
Data Protection/Confidentiality	This will involve: <ul style="list-style-type: none"> ▪ Complying with the Data Protection Act 1998 – treating all information acquired through your employment, both formally and informally, in strict confidence and in accordance with Caldicott principles. ▪ Complying with the Code of Conduct, other practice guidelines and the rules and protocols defining employees' access to and use of the Council's databases and systems. Any breaches could result in disciplinary measures. ▪ Maintaining client records and archive systems in accordance with departmental procedure, policy and statutory requirements.

Conduct and Whistle-blowing	<p>This will involve:</p> <ul style="list-style-type: none"> ▪ Complying with the requirements of the Code of Conduct and maintaining high standards of personal conduct, honesty and integrity. You have a duty to raise any impropriety or breach of procedure to the appropriate level of management. Employees making such disclosures (whistle-blowing) are protected and may make them without fear of recrimination.
Safer Working	<p>This will involve:</p> <ul style="list-style-type: none"> ▪ Commitment to safeguarding and promoting the welfare of children, young people and vulnerable adults. Where you work in such a post the Council will require a CRB Disclosure check and references will be taken up prior to interview.
Equalities	<p>This will involve:</p> <ul style="list-style-type: none"> ▪ Complying with the Council's strong commitment to achieving equality of opportunity and outcomes in its services to the community and in the employment of people. You are expected to understand, comply with and promote Council policies in your work, to undertake any appropriate training and to challenge any prejudice and discrimination.
Customer Care	<p>This will involve:</p> <ul style="list-style-type: none"> ▪ Complying with corporate and service area customer service standards and promoting the development of high quality, individualised and customer-led services.
Health and Safety	<p>This will involve:</p> <ul style="list-style-type: none"> ▪ Being responsible for your own Health & Safety, as well as that of colleagues, service users and the public. Employees should co-operate with management, follow established systems of work, use protective equipment where necessary and report defectives and hazards to management.
To contribute as an effective and collaborative member of the team	<p>This will involve:</p> <ul style="list-style-type: none"> ▪ Taking responsibility for continuing self-development and participating in training and development activities. ▪ Participating in the ongoing development, implementation and monitoring of the service plans. ▪ Supporting and contributing to value for money, service efficiencies and improvements.

Flexibility	<p>This will involve:</p> <ul style="list-style-type: none"> ▪ The above-mentioned duties are neither exclusive nor exhaustive. From time to time you may be required to undertake responsibilities outside the normal remit of your Job Description, as required by the line manager, and which are broadly within your grading level and competence.
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Person Specification

Job Title:	Revenues Officer		
<i>Method of candidate assessment: A = Application form I = Interview T = Test. Weighting: 3 = most important, 2 = least important</i>		A - I - T	Weighting
Minimum education/ qualifications:	<ul style="list-style-type: none"> Maths & English GCSE/Equivalent 	A	2
Minimum experience/ knowledge/ skills:	<ul style="list-style-type: none"> Previous experience of working in a Council Tax Office or in an equivalent financial environment. 	A & I	3
	<ul style="list-style-type: none"> Substantial experience and use of Information Technology 	A & I	2
	<ul style="list-style-type: none"> Good numerical and literacy skills 	A	2
	<ul style="list-style-type: none"> Ability to co-ordinate, plan and prioritise the workload and meet set targets 	I	2
	<ul style="list-style-type: none"> A working knowledge of Northgate Revenues system and document imaging technology, Information@Work. 	A & I	2
	<ul style="list-style-type: none"> Basic keyboard skills 	I	2
	<ul style="list-style-type: none"> Experience of dealing with customers face to face, by telephone and correspondence 	A & I	3
Minimum competencies: Customer focus	<ul style="list-style-type: none"> Ability to recognise the needs of internal and external customers and to provide a professional service 	A & I	2
Communicating and influencing	<ul style="list-style-type: none"> Sound negotiating skills 	I & T	2
	<ul style="list-style-type: none"> Ability to ask probing and effective questions 	I	2
	<ul style="list-style-type: none"> Ability to explain complex legislation and information to clients 	I & T	3
	<ul style="list-style-type: none"> Ability to deal with clients sensitively 	I & T	3
	<ul style="list-style-type: none"> Ability to deal with hostile clients, remaining calm and objective 	I	3
	<ul style="list-style-type: none"> Ability to empathise 	I	2
	<ul style="list-style-type: none"> Ability to present written or verbal reports to Court 	A & I	2
Building relationships, working together and in partnership	<ul style="list-style-type: none"> Ability to work in a flexible and professional manner to support the team 	A & I	3
	<ul style="list-style-type: none"> Ability to working on own initiative 	I	2

Respecting & implementing diversity	<ul style="list-style-type: none"> Ability to understand and implement equal opportunities in the work place Ability to enable and support clients in a multi-cultural environment 	I I	3 3
Planning, organising & achieving results	<ul style="list-style-type: none"> Ability to organise and prioritise own workload Ability to understand the team's workload and overall targets and how you can contribute to the achievement of the targets 	A & I I	3 2
Embracing change	<ul style="list-style-type: none"> Ability to work with colleagues and managers to identify change and improvement in work methods and processes where this will improve the team's efficiency or enhance the customer experience 	I	2
<i>For those with managerial responsibility</i> Leadership			
Managing and developing people			
Special conditions:	<ul style="list-style-type: none"> Ability to represent the Authority to external bodies and in Court in a professional manner 	I	2
Signature of Employee:	Name:	Date:	