Payments and Benefits

Revenues Officer

Job Description and Person Specification

11 April 2025

Job Description

Job Title:	Revenues Officer
Department:	Payments Benefits and Transactional Services
Team:	Billing, Recovery & Insolvency
Post number:	Various
Grade:	LBR5
Hours/weeks:	36hrs/52.14 weeks
Base location:	Lynton House
Reports to:	Revenues Team Leader
Responsible for:	No direct line management but may be responsible for the supervision of trainee and work placement employees on occasion
Role purpose and role dimensions:	Billing and Collection of Council Tax (£196 million) and Business Rates (£56 million)
Key external contacts:	Land Registry, Companies House, UK Home Office Border Agency, Hospitals, Care Homes, GP Surgeries, Universities, Schools, Prisons, Solicitors, Foreign Office, Locta, Enforcement Agents, Insolvency Practitioners, Court Services, MPs and Councillors, Other Local Authorities, Official Receivers, Police, Her Majesty's Revenue & Customs
Key internal contacts:	Listing Officer, Electoral Registrar, Benefits, Income, Payroll, Finance, Outside Inspectors, Work Colleagues, Housing Advice, Building Control, Welfare Benefits
Financial dimensions:	General Office Equipment, VDU/Keyboards, Laptops.
Key areas for decision making:	Liability to Council Tax and Business Rates, Processing Discounts, Exemptions and Reliefs, Recovery of Council Tax and Business Rates and Method of Recovery.
Other considerations:	Monday to Friday 8.30am to 5.00pm. Flexible working patterns available.

Key accountabilities and result areas	Key elements
Ascertain Liability to Council Tax and Business Rates	Initial client contact, issuing enquiry forms to obtain relevant information, and requesting visits by outside inspectors to verify information.
Update Customer and Property Records via the extensive use of varied Council Databases	Ensuring all information received is input to database systems promptly and efficiently so the Authority's records are as accurate as possible.
Authenticate entitlement to Council Tax Discounts, Exemptions and Relief and Small Business Rate Relief	Issuing appropriate documentation to the customer and relevant bodies, verifying returned documents are genuine and that the customer receives qualifying benefits.
Process Refunds, Write Offs and Direct Debits	Checking databases to ensure credits are correct; tracing customers before submitting debt for write-off; tracing missing payments; and informing customers if their bank rejects payment.
Liaise with other services, both internal and external, to exchange and verify information	Internal and external telephone contact, email or written correspondence.
Deal with Council Tax and NNDR payers' queries, including complex and contentious matters	Initial client contact, checking databases, providing account breakdowns, explaining payments due and made, and providing advice and copies of legislation in a polite, professional and customer-focused manner.
Maximise revenue through the assertive collection of Council Tax and National Non-Domestic Rates	Issuing documentation to facilitate timely payment and relevant notices for non-payment. Using SMS and AVM to prompt payment and to discuss and take payments from customers.
Represent the Authority at Magistrates' Court for liability hearings	Attending court to meet attendees and refer them to the appropriate service area.
Negotiate payment arrangements and decide the most appropriate recovery method from billing to bankruptcy	Establishing reasons for non-payment, requesting means information, assessing ability to pay, providing debt advice and referring to welfare benefits. This includes IVAs, Debt Relief Orders, Charging Orders and Bankruptcy.
Develop and maintain working knowledge of Council Tax procedures and legislation	Keeping up to date with new legislation and attending in-house and external training to represent the Council in normal practice and at court.
Reconcile property valuation bands with the Valuation Office	Actioning splits and mergers, ensuring the property database reflects the valuation list and requesting inspections to confirm changes.

General accountabilities and responsibilities

Area	This will involve
Green Statement	Seeking opportunities to contribute to sustainable development of the borough and demonstrating good environmental practice, including energy efficiency, sustainable materials and transport, recycling and waste reduction.
Data Protection/Confidentiality	Complying with GDPR 2018 requirements and treating information acquired through employment in strict confidence and in accordance with Caldicott principles. Complying with the Code of Conduct and rules governing access to Council systems. Maintaining client records and archives in accordance with procedure, policy and statutory requirements.
Conduct and Whistleblowing	Complying with the Code of Conduct and maintaining high standards of personal conduct, honesty and integrity. Raising impropriety or breaches of procedure to the appropriate management level.
Safer Working	Commitment to safeguarding and promoting the welfare of children, young people and vulnerable adults. Where applicable, the Council will require a Disclosure and Barring List (DBS) check and references.
Equalities	Supporting equality of opportunity and outcomes in services and employment, complying with and promoting Council policies, undertaking appropriate training, and challenging prejudice and discrimination.
Customer Care	Complying with corporate and service area standards and promoting high-quality, individualised and customer-led services.
Health and Safety	Taking responsibility for personal health and safety and that of colleagues, service users and the public; following systems of work; using protective equipment where needed; and reporting defects and hazards.
Effective and collaborative team contribution	Taking responsibility for continuing development; participating in service planning; and supporting value for money, service efficiencies and improvements.
Flexibility	The duties are neither exclusive nor exhaustive. Other responsibilities broadly within the grade and competence may be required by the line manager.

Person Specification

Job Title: Revenues Officer

Method of candidate assessment: A = Application form, I = Interview, T = Test.
Weighting: 3 = Essential, 2 = Desirable

Area	Requirement	A / I / T	Weighting
Minimum education/qualifications	Maths & English GCSE/Equivalent	A	2
Minimum experience/knowledge/skills	Previous experience of working in a Council Tax Office or equivalent financial environment.	A & I	3
	Substantial experience and use of Information Technology.	A & I	2
	Good numerical and literacy skills.	A	2
	Ability to co-ordinate, plan and prioritise workload and meet set targets.	I	2
	Working knowledge of Northgate Revenues system and document imaging technology, NECDM.	A & I	2
	Basic keyboard skills.	I	2
	Experience of dealing with customers face to face, by telephone and correspondence.	A & I	3
Customer focus	Ability to recognise the needs of internal and external customers and provide a professional service.	A & I	2
Communicating and influencing	Sound negotiating skills.	I	2
	Ability to ask probing and effective questions.	I	2
	Ability to explain complex legislation and information to clients.	I & T	3
	Ability to deal with clients sensitively.	I & T	3
	Ability to deal with hostile clients, remaining calm and objective.	I	3
	Ability to empathise.	I	2
Building relationships, working together and in partnership	Ability to work flexibly and professionally to support the team.	A & I	3

Area	Requirement	A / I / T	Weighting
	Ability to work on own initiative.	I	2
Respecting and implementing diversity	Ability to understand and implement equal opportunities in the workplace.	I	3
	Ability to enable and support clients in a multicultural environment.	I	3
Planning, organising and achieving results	Ability to organise and prioritise own workload.	A & I	3
	Ability to understand the team's workload and targets and contribute to their achievement.	I	2
Embracing change	Ability to work with colleagues and managers to identify improvements to methods and processes that improve efficiency or customer experience.	I	2
Special conditions	Ability to represent the Authority to external bodies in a professional manner.	I	2