

NORTHUMBERLAND COUNTY COUNCIL

JOB DESCRIPTION

Post Title: Revenues Officer	Director/Service/Sector Finance Group/ Financial Services/ Revenues and Benefits		Office Use
Band: 5	Workplace:		JE ref: 4254 HRMS ref: FS4.1.1.2.1
Responsible to: Council Tax or Recovery Team Manager	Date: May 2022	Manager Level:	
Job Purpose: The administration and maintenance of council tax records in accordance with legislation and council policy, the prompt and accurate billing of council tax payers, and collection of debts due to the council for local taxation.			
Resources	Staff	None	
	Finance	Day to day monitoring of council tax budget (very large budget),the issuing of Council Tax bills, advise on and action cases requiring attention to overpayment and assist with issuing recovery documentations	
	Physical	Operate the Revenues IT system and document management system	
	Clients	Council Tax payers and customer services. NB must be able to deal with members of the public on contentious matters and deal calmly and efficiently with customers in all circumstances	
Duties and key result areas: <ol style="list-style-type: none">1. To assist the Team Managers with Council Tax billing, and recovery action and ensure and an efficient and effective standard of service is provided2. Exchange sometimes contentious information with a range of audiences both orally and in writing and assist in the compilation of council tax payments and claims (including recovery claims).3. Understand the relevant legislation, establish chargeable occupation and liability and issue council tax bills accordingly.4. Apply discounts and exemptions accurately ensuring residents pay only what they should5. Understand relevant legislation and provide advice and information to council tax payers other council tax payers and relevant external organisations on all aspects of council tax6. Process Direct Debits and BACS returns for unpaid direct debits and advice council tax payers accordingly7. Understand and encourage take up of any benefits for which the debtor may be eligible.8. Prepare and issue council tax reminders, final notices, court summonses and other recovery notices in accordance with the recovery timetable.9. Agree and monitor special arrangements for payment.10. Attend Magistrate Court hearings and provide help and advice to tax payers.11. Take further recovery action after the issue of liability orders as appropriate and in accordance with legislation.12. Act promptly on information received to process any changes13. Actively assist in the development of policies and procedures and service plans and make suggestions for continuous improvement to ensure high quality services are delivered14. Identify write offs for approval by the revenues manager15. Calculate and process cash transfers between council tax accounts/debtors/rents/NNDR as appropriate16. Process council tax refunds17. Submit reports to the valuation office for alterations to the council tax valuation list18. Deal with members of the public in Council Tax liability matters and provide advice information and assistance with enquiries both written and verbal19. Liaise as necessary with other council departments and outside bodies including bailiffs.20. On a rota basis or as directed, attend interviews with customers and/or their representatives at a Council office or other venue.21. Actively assist in the development of policies and procedures and service plans and make suggestions for continuous improvement to ensure high quality services are delivered22. Participate in Team Meetings and service reviews as required.23. Assist in project work where required and keep up to date with changing legislation.24. Ensure output of work is in line with service standards and data protection principles.25. Adopt effective and constructive relationships with colleagues and external contacts to promote effective partnership working for the delivery of high quality services.			

The duties and responsibilities highlighted in this Job Description are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and extent of the post and the grade has been established on this basis.

Work Arrangements

Transport requirements:

None

Working patterns:

Flexible

Working conditions:

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Essential	Desirable	Assess by
Knowledge and Qualifications		
<ul style="list-style-type: none"> Educated to GCSE level or equivalent with a good level of literacy and numeracy Knowledge of the Local Government Finance Act 1992 and associated Statutory Instruments Awareness and commitment to proactive customer care Awareness of the Data Protection Act Awareness of best practise in service delivery Awareness of practical and procedural issues relating to the service 	<ul style="list-style-type: none"> IRRV (technician) Evidence of personal development 	(a)
Experience		
<ul style="list-style-type: none"> Clerical/administrative experience. Experience of being part of a team Experience of operating computerised systems Desire of providing effective customer care Experience of dealing effectively with others 	<ul style="list-style-type: none"> Experience of working in a Revenues Section in a local authority Experience of the Northgate Revenues and Benefits System Experience of using a Document Management System 	(a) (i) (r)
Skills and competencies		
<ul style="list-style-type: none"> Excellent communication skills both written and verbal Computer literate Ability to work to deadlines Ability to work as part of a team High degree of confidentiality required Ability to keep accurate computerised and written records and reports of action taken Organisational and time management skills Diplomacy, tact, influencing and negotiating skills Ability to remain calm and logical in difficult circumstances 	<ul style="list-style-type: none"> ECDL 	(a) (i) (r)
Physical, mental and emotional demands		
<ul style="list-style-type: none"> Ability to work on own initiative The job required general awareness and sensory attention with lengthy periods of concentrated mental attention Must be punctual and reliable Able to deal confidently with a full range of requests and respond in a mature and courteous manner in sometimes difficult situations 		(a) (i) (r)
Other		

Key to assessment methods; (a) application form, (i) interview, (r) references, (t) ability tests (q) personality questionnaire (g) assessed group work, (p) presentation, (o) others e.g. case studies/visits

