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| **BATH & NORTH EAST SOMERSET COUNCIL - JOB DESCRIPTION** | | |
| **DIRECTORATE** | **Finance** | **POST NO: 20836** |
| **POST TITLE** | **Revenue Officer** | **GRADE: 5** |
| **RESPONSIBLE TO: Revenues Team Leader (Post No: 20833)** | | |
| **REPORTING TO THIS POST: None** | | |
| Revenues Manager  Revenues Team Leader  Revenue Officer | | |

1. **PURPOSE OF JOB**

The Revenue Officer’s role within Revenues is an operational position supporting one of the designated Team Leaders to deliver efficient and effective Billing, Collection & Administrative functions relating Council Tax and Non-Domestic Rates (NDR).

There are three specific Team Leader posts within the structure with a specialist function relating to either Council Tax; NDR or Debt Recovery requiring similar skills; knowledge and experience. Revenue Officers will be allocated across the three disciplines, many of the functions will be generic although certain officers may have specific skill sets most suited to a particular area of the operation

Council Tax Team Leader and NDR Team Leader being responsible for the creation of a liability and maintenance of an accurate and up to-date tax base with the Debt Recovery Team Leader taking responsibility for collection of unpaid debts through appropriate and agreed legal procedures. Revenue officers will be allocated tasks specifically relating to these function areas.

Whilst the role(s) help the Council deliver its three main corporate priorities through efficient collection of funds the Posts are required to do this in such a way as to ensure they are protecting and caring for our most vulnerable

**2. PRINCIPAL ACCOUNTABILITIES**

**Service Delivery**

# Council Tax & NDR Officer

* Handle customer contacts via telephone; online form or face to face (if required) to ensure Council Tax or NDR liability is created and billed correctly
* Process changes of circumstances relating to Council Tax or NDR in accordance with agreed practices and guidance.
* Ensure the appropriate Exemptions; Discounts or Reliefs (including Council Tax Support) are awarded correctly and promptly
* Process Daily activities as allocated by the relevant team leader to ensure efficient and effective operation of the service
* Support the relevant team leader in any ad-hoc requests to ensure an accurate tax base is maintained.

# Debt Recovery Officer

* Respond to customer contacts relating to payment arrangements for Council Tax or NDR at all stages after the issue of a demand notice.
* Work with the appropriate partners such as Welfare Support; Enforcement Agents and Advice Agencies to ensure vulnerable customers are identified and dealt with appropriately.
* Provide information to Council Tax & NDR officers about uncollectable debts and disputes around liability.
* Support the Debt Recovery Team leader at Magistrates Court

**Management**

Provide support to the Team Leader in order that they can fulfil their responsibilities (***see Team Leader JD***)

Work closely as a team to ensure appropriate actions are taken in the collection of outstanding debts and identifying vulnerable cases.

**Working in a team**

Revenue Officers across all disciplines are required to work together as a team supporting the Revenue Manager and Team Leaders in delivering their responsibilities and also supporting team members to perform their duties.

The Revenue Officers roles rely on a good team working environment with close links between each function requiring regular communication and sharing of experiences and resources.

**Service Development and/or Delivery**

Service Development requires excellent working relations with other teams across the Council; including Property Services; Building Regs; Customer services; finance; IT and others. Team Officers may be required to participate in all aspects of service delivery and development and foster relations with all relevant stakeholders as instructed by Team Leaders

Participate in the development of digital services through the digital programme and support its effective communication and implementation in service areas and with customers.

Support the ongoing review and development of any policies procedures and processes.

Keep up to date with external developments in practice to inform changes in policy and procedure and for use as appropriate when advising line managers.

**Other**

Adopt a proactive approach to developing and maintaining excellent relationships and communication channels with a wide range of contacts including managers, external clients and suppliers, staff and employee representatives.

Represent the Council as required, including attendance at internal and external meetings if requested by their team leader.

Participate in project activity, taking responsibility for the achievement of outcomes within required timescales as requested.

Attend training sessions and meetings to ensure up to date knowledge of Revenue related work is maintained.

Ensure conformance to equal opportunity and data protection policies.

**3.VALUES AND BEHAVIOURS FRAMEWORK: Improving People’s Lives**

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|  | We are *bold* in our approach, set aspirational goals for ourselves and create innovative solutions to tackle problems and adapt to changing circumstances. This value demonstrates that we are proactive, take action and deliver outcomes which improve people's lives. |
|  | We *empower* our staff and the people of Bath and North East Somerset so that they have the confidence and ability to find solutions for themselves and others. This value demonstrates how we develop our staff so that they are knowledgeable, are trusted to make decisions, able to challenge us and have the authority to be enablers. |
|  | We are ***supportive*** and work together to build trusting relationships. Our staff give help and encouragement to the people of Bath and North East Somerset and each other. This value describes how we are curious, collaborative and care for each other, our residents and the environment. |
|  | We are **transparent**, honest and accountable. This value demonstrates that we act with integrity, are open to criticism, are honest about our mistakes and want to improve and do better so that we deliver on our promises. |
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These Values are underpinned by a set of behaviours for all staff, managers, and leaders. These Values and Behaviours are used to support and inform our recruitment decisions, staff development and organisational behaviour.

**4. DIMENSIONS**

Revenue Officers will support Team Leaders in delivering operational tasks as instructed in order to ensure excellent Billing Administration of Council Tax and NDR for approximately 90,000 properties in Bath & North East Somerset.

Total workforce size is approximately: 30 FTE’s

Flexible working arrangements mean that the post holder may be required to work from a number of locations.

**5. GENERAL**

This job description is not a complete list of duties, but gives a general indication of the range of work undertaken. It will vary over time as demands and priorities change. The team structures within the Revenues Departmentoperate with a high degree of collaboration and flexibility, individual service portfolios may therefore change over time and post holders are expected to undertake any other duties commensurate with the general level of responsibility of the post.

Our customers are those individuals, businesses, communities and organisations who are entitled to use the Council’s services or are impacted by our work. We must be flexible if we are to improve the experience of being a B&NES customer and to meet the needs of our different customer groups. This means developing services that are accessible, convenient, responsive and cost effective.

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| **6. PERSON SPECIFICATION** | | | |
| **POST TITLE** | **Revenue Officer** | | |
| **QUALIFICATIONS:** | | **Essential** | **Desirable** |
| Educated to GCSE level (including English Language/Maths) or equivalent | | **ü** |  |
| IRRV or equivalent studies | |  | **ü** |
| **PERSONAL QUALITIES** | | | |
| Strong team player who with a collaborative work style | | **ü** |  |
| The ability to be proactive, think creatively and identify development opportunities and continuing ways of improvement | | **ü** |  |
| Strong influencing and negotiating skills | | **ü** |  |
| Ability to cope with conflicting demands and deadlines | | **ü** |  |
| Ability to assimilate new information and identify a suitable course of action | | **ü** |  |
| Understand our Values and behave in a way that is consistent with them. | | **ü** |  |
| **KNOWLEDGE & EXPERIENCE** | | | |
| Experience and proven track record in working in a Revenue Services Team | | **ü** |  |
| Demonstrate a commitment to implementing changes in working practices | | **ü** |  |
| Has experience of using the Northgate Revenue & Benefit System | |  | **ü** |
| **SKILLS & ABILITIES** | | | |
| The ability and flexibility to work across and support a wide range of services within the Council and the ability to work with other partner or commissioned organisations. | | **ü** |  |
| Ability to manage customer customers’ expectations when responding to enquiries by engaging and using appropriate listening skills when dealing with confidential and sensitive enquiries. | | **ü** |  |
| Experience of undertaking data analysis with accuracy and attention to detail | | **ü** |  |
| Highly numerate, with the proven ability to understand, analyse, interpret, and explain complicated information and data | | **ü** |  |
| Ability to maintain confidentiality and discretion at all times adhering to Council policies and processes including Data Protection, Staff Code of Conduct etc. | | **ü** |  |
| Strong IT skills including Microsoft Office and an ability to manipulate data in excel to produce relevant management information | | **ü** |  |