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| New RDC Logo colour.JPG | Job Description and Person Specification |

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| **Job Title** | Revenues Officer |
| **Department** | Revenues & Benefits Services |
| **Reporting to** | Senior Revenues Officer |
| **Grade** | 5 |

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| **Job Purpose** |
| The Revenues Officer is an active member of the Revenues Service primarily undertaking Billing, Collection and Recovery of Council Tax and advising citizens on all aspects of the Revenues Service.  |

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| **Job Context** |
| The Revenues Service covers Council Tax and Non Domestic Rates Collection, undertaking the administration of council tax and non-domestic rates billing, maximising collection and recovery. The service receives information from taxpayers and other sources to maintain an accurate record of liabilities and discounts, responds to taxpayers and other interested parties as appropriate, delivers against statutory requirements and provides specialist advice and guidance to other council service areas, external partners and citizens of Ryedale. |

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| **Operational Duties** |
| The post holder will be responsible for contributing to the development and delivery of the objectives of the Revenues Service through:* Maintaining accurate and up to date direct debit details for customers either through direct contact with customers, through ADDACS and ARUDDS and make relevant decisions and take further action as appropriate.
* Processing, verifying and acting upon information regarding new and existing liabilities and providing professional advice on relevant exemptions and discounts.
* Issuing council tax demand notices, adjustment notices, reminder notices and other relevant documentation.
* Responding to and taking decisions on routine enquiries received.
* Monitoring accounts which are subject to grants of benefits, checking single person status, ensuring that consequent adjustments are made, notices issued, and liaising as necessary with benefits staff.
* Reviewing and taking appropriate action to ensure empty and unoccupied properties, exemptions, single person discounts, disregarded discounts and disabled persons allowances are correctly applied and calculated.
* Reviewing and checking that diary dates held on the council tax system are appropriate for reminder and liability purposes.
* Using secure external data systems to trace absconding council taxpayers. Liaising with landlords, owners, and lettings agents etc. to establish vacation dates.
* Adjusting accounts from information obtained from Register of Deaths, by way of deciding appropriate action either through advising executors or remaining relatives about single person discounts, Class F exemptions and benefit entitlements.
* Calculating refunds where overpayments have been made through vacations, discount & exemption adjustments, banding reductions and benefit entitlement.
* Processing payments using credit/debit card transactions.
* Downloading and processing of Council Tax and Business Rates schedules received from the Valuation Office Agency.
* When required, in times of backlog, sickness and holiday periods, in addition to own individual caseload, assist with caseload of other assessment team members to ensure deadlines are met within regulations to maximise team performance and subsidy.
* Ensuring that duties are carried out with full regard to the Council’s policies, including Equal Opportunities, Health and Safety and Information Governance.
* The Council takes seriously its responsibility to safeguard and promote the welfare of children and young people and to protect adults at risk.  There is an expectation that all staff will positively demonstrate their awareness and support to this commitment.
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| **Creativity and Innovation** |
| Although general guidelines will be available, the post holder will have discretion to interpret these in the light of actual situations and problems encountered and will be expected to:* Apply creative and innovatory thinking in the resolution of routine and more complex problems and handling of issues.
* Amend existing procedures and the involvement in the development of new approaches, within own work area, to fit evolving needs.
* Support the continuous improvement of services within the post holder’s work area with the ability to quickly evolve and adapt to new ways of working in response to changing priorities and needs.
* Work positively and proactively with citizens and external partners to identify design and improve ways of working.
* Continually look to simplify processes, working with other parts of the council to support the delivery of services, understanding customer demand and helping to support self-service.
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| **Contacts and Relationships** |
| * Foster and maintain productive working relationships with colleagues across the organisation.
* Maintain and develop relationships with external partners such as external bodies (e.g. Valuation Office Agency, Enforcement Agents, Citizens Advice)
* Negotiate with customers for repayment of council tax and business rates arrears from First Reminder to Liability Stage.
* Liaise with appointed Enforcement Agents regarding details of any changes in circumstances and advising changes of level of debt and payments received direct to the council.
* Liaising with Planning and other services of the Council to check new and altered properties. Producing reports for Valuation Office Agency on properties requiring alterations to the Council Tax Banding List.
* Provide specialist advice to elected members on the Revenues process and legislative framework and to work to build and maintain the trust of elected members.
* Provide advice/guidance to communities and citizens.
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| **Project and Programme Management** |
| * Undertake specific projects and any other duties assigned by the Benefits Manager or the Head of Service, including Revenues Policies and Procedures reviews.
* To prioritise work demands and manage priorities with the Benefits Manager.
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| **Information Management and Performance Reporting** |
| * Assist with the testing of new software releases as necessary. These reflect changes to legislation and improvement/corrections to the system.
* Work with confidential and sensitive information on a daily basis and ensure that information is appropriately stored, used, shared and retained in accordance with GDPR and information sharing agreements. Ensure that staff within the team adhere to GDPR.
* Providing accurate and timely information through the analysis of service and other information, preparation of questionnaires and reports to facilitate evidence based decision making and the completion of statutory returns.
* Understand and work to ensure key performance indicators and service targets are met.
* Ensuring the maintenance of Council Tax and Business Rates application records.
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The above list of duties is neither exclusive nor exhaustive. The post holder will be expected to undertake other duties commensurate with the responsibility level of this post, as directed by senior management.

The Council is a dynamic organisation which recognises the need to respond flexibly to changing demands and circumstances. Whilst the job description provides a summary of the post it may need to be amended to meet changing circumstances.

The Council takes seriously its responsibility to safeguard and promote the welfare of children and young people and to protect adults at risk. There is an expectation that all staff will positively demonstrate their awareness and support to this commitment.

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**Requirements of the Post**

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|  | **Essential** | **Desirable** |
| **Qualifications / Training** | * Educated to degree level or equivalent in a relevant subject or significant experience in the field of Revenues (Council Tax and Business Rates).
* Evidence of continuing professional development.
 | * Membership of the IRRV – Level 3 Certificate
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| **Knowledge** | * Detailed knowledge of Council Tax and Business Rates Legislation.
* Knowledgeable and competent in the use of IT systems
* In depth awareness, knowledge and adherence to Information Governance/Data Protection principles.
* Awareness and knowledge and commitment to Equality and Diversity and Health and Safety legislation and of safeguarding responsibilities.
 | * Knowledge and understanding of local government and of the areas of responsibility.
* Good knowledge of Universal Credit and other Welfare Benefits
* Knowledge of Housing Benefit and Council Tax Reduction
* Basic knowledge and understanding of Fraud legislation
* Knowledgeable and competent in the use the Northgate processing system
* Knowledgeable and competent in the use the Civica document image system.
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| **Experience** | * Experience of working in a customer focused environment and on a one to one basis.
* Experience of working with clients seeking advice and guidance for Council Tax & Business Rates
* Experience of working to tight deadlines on own initiative and meeting targets.
* Experience of handling queries, advising and negotiating
 | * Experience of working with clients seeking advice and guidance for Universal Credit
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| **Occupational Skills** | * Ability to plan, allocate and evaluate workloads, determining work methods to achieve objectives
* Ability to seek, evaluate and organise information to aid decision making.
* Ability to exchange information to solve problems and make decisions through leading and contributing to meetings and group discussions to solve problems and make decisions.
* Ability to create, maintain and enhance constructive working relationships.
* Ability to prioritise workload and work within defined processes and procedures to strict deadlines
* Takes ownership of customer issues and ensures they are resolved
* Interpersonal skills required to communicate effectively, confidently and professionally with customers
* Remain calm and objective in stressful situations
* Ability to work as part of a team
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| **Other** | * Highest professional integrity.
* Personally and professionally resilient.
* Takes a personal responsibility for making things happen.
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