

Job Title	Revenues Apprentice		
Job Number			
Grade (if known)	Apprentice		
Directorate	Finance and Resources		
Business Unit /Section	Financial Services / Exchequer Services		
Preparation Date	June 2021		
Responsible to (job title)	Revenues Team Leader		
Responsible for total number of direct reports	0	Responsible for total number of staff managed	0
Main purpose of job			
<p>An apprenticeship provides you with the opportunity to learn how to perform various business, administrative and customer-based tasks in an office environment, supported by a training programme designed to develop your skills, experience and knowledge. You will provide a customer focused Revenues and Enforcement service including the billing, collection, recovery and enforcement of Council Tax in accordance with legislation, best practice and office procedures in a timely and accurate manner.</p>			
Main responsibilities			
<ol style="list-style-type: none"> 1. To work with the Revenues Team to learn and be given training in the skills and responsibilities required to be able to undertake the full range of key tasks below. 2. To respond to a high volume of queries from internal and external customers in a positive, proactive, helpful, friendly, courteous and impartial way. 3. To make decisions as to liability and discount and exemption entitlement for Council Tax in accordance with legislation, best practice and office procedures. 4. To maximise income and secure payment from individual tax payers by using methods of recovery and enforcement as appropriate, in accordance with council policy. 5. To study towards an appropriate qualification in Business Administration. 			
Key tasks			
<ol style="list-style-type: none"> 1. To learn and keep up to date with legislation relating to Council Tax making use of available resource material. 2. To interpret circumstances and information presented by customers in line with legislation and office procedures to establish correct liability for Council Tax. 3. To provide advice and guidance in all aspects of Council Tax through telephone calls, emails and letters where appropriate, and to deal with telephone calls for other teams within the Revenues department as required. 			

4. To issue bills and recovery documents for Council Tax within statutory timescales.
5. To establish entitlement to, and process refunds of, Council Tax in accordance with regulations.
6. To make arrangements with customers for the payment of Council Tax arrears as appropriate within council policy, to maximise collection.
7. To ensure phone calls and other forms of communication are covered as part of a team through agreed public opening hours.
8. To provide support to other teams within Revenues as required.
9. Undertake such work as the Revenues Team Leader or Revenues Manager may determine which is compatible with the responsibility levels of the post.
10. To ensure that service delivery complies with current regulations, accepted professional standards, the council's policies and procedures and appropriate legislation (including legislation on data protection, equalities, health and safety and safeguarding children and vulnerable adults)'.
11. To gain knowledge and skills by participating in a learning and development programme which will include study towards your qualification, on-job training and other internal and external training courses.
12. To build skills and experience by participating with other apprentices and colleagues in projects and events both in the council and in the local community.
13. To develop personal communication skills through involvement in staff groups and workshop type events.

Essential User	No
Special features and/or equipment <i>(anything 'out of the norm')</i>	Working rota basis 8.30-5.30 Monday to Friday

This document sets out the main dimensions of the job it describes. It does not define all individual tasks, which may be expected to change from time to time to meet operational needs.