

Job Title	Revenues Officer		
Job Number			
Grade (if known)	3 / 4		
Directorate	Finance and Resources		
Business Unit /Section	Financial Services / Exchequer Services		
Preparation Date	July 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			
<ol style="list-style-type: none"> To provide a customer focused Revenues and Enforcement service including the billing, collection and recovery of Council Tax in accordance with statutory and discretionary provisions in a timely and accurate manner. 			
Main responsibilities			
<ol style="list-style-type: none"> To provide a proactive and responsive customer focused service to all customers in respect of Council Tax. To deliver continuous service improvement, without compromising legal obligations, whilst achieving local service and performance targets. To learn and apply on a day to day basis the legislation, office procedure and good practice in the determination of Liability for Council Tax. To make decisions as to Liability for Council Tax and entitlement to discounts and exemptions in accordance with legislation and case law. To maximise income and secure payment from individual tax payers by using methods of recovery and enforcement as appropriate, in accordance with council policy. 			
Key tasks			
<ol style="list-style-type: none"> To interpret circumstances and information presented by customers in line with legislation and office procedures to establish correct liability for Council Tax. To fully resolve liability for Council Tax within statutory timescales. To issue bills and recovery documents for Council Tax within statutory timescales. To make arrangements with defaulting customers for the payment of Council Tax and Sundry Debts as appropriate within council policy, to maximise collection. To provide advice and guidance in all aspects of Council Tax and Sundry Debts through personal interviews face to face, telephone calls, correspondence and home visits where appropriate. Ensuring phone calls, appointments and other forms of communication are covered as part of a team through agreed public opening hours. Attend the Magistrate Court only when required for the purposes of prosecution, or provision of advice to customers, at the direction of the Revenues Manager. 			

7. Liaise with external organisations such as Valuation Office Agency, Citizens Advice and Enforcement Agencies, on a day to day basis in the process of establishing liability and recovering of Council Tax.
8. Carry out necessary work for insolvency cases, including completion of relevant paperwork, updating accounts and submitting write-offs.
9. To maintain sharing of information and effective liaison with other council service areas, and key partner organisations with whom agreed protocols are in place.
10. Establish entitlement to, and process refunds of, Council Tax in accordance with regulations.
11. Apply procedures and submit debts for write-off approval in cases where the debt is irrecoverable or uncollectible.
12. To keep up to date with legislation relating to Council Tax making use of available resource material.
13. Undertake such work as the Revenues Operations Manager or Revenues Team Leader may determine which is compatible with the responsibility levels of the post.
14. 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)'.

Essential User	No
Special features and/or equipment <i>(anything 'out of the norm')</i>	

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.