

Job description

Job title: Revenues Officer – Council Tax
Grade: Grade 8
Job evaluation reference: BA6050
Job family: Business, Policy & Administration

Purpose and impact

You will be expected to provide complete administration of Council Tax billing and collection as part of a professional, accurate, fast paced and customer focused service.

Key responsibilities

1. Maintain and administer accurate records supported by procedure for the billing and collection of Council Tax.
2. Accurately respond to high volumes of correspondence, telephone calls and enquiries relating to the billing and collection of Council Tax.
3. Liaise with owners, businesses and customers to establish information relevant to council tax discounts and reliefs.
4. Make decisions and apply or adjust Council Tax discounts and reliefs.
5. Advise on payment options, negotiate and agree new payment instalment plans, take payments for those needing assistance.
6. Set up direct debits, arrange refunds or transfers where required.
7. Provide advice, guidance and signposting as required to customers who have missed payments.
8. Have an up to date knowledge of Council Tax legislation.
9. To develop a comprehensive understanding of Business Rates legislation and be technically competent to be able to provide support to the Business Rates Team as and when required.
10. To develop a comprehensive understanding of the recovery process from reminder to final notice.
11. Develop and maintain a service knowledge of Benefits where overlap occurs with Council Tax customers requiring multiple services.
12. Ensure that performance targets are met. Individual targets will be agreed as part of the staff appraisal process and support those included in the Revenues and Benefits Service Plan.
13. To promote the activities of Dorset Council, liaise with other Authorities and bodies to promote good working practices. Carry out constant appraisals of the effectiveness of systems, making recommendations for improvement as part of the process of the setting and achievement of targets that will help the service meet its overall objective.
14. Maintaining appropriate security and privacy of information adhering to the Data Protection Act, Freedom of Information Act and internal data policies.
15. Such other duties appropriate to the appointment and grading of the posts may be assigned from time to time.



NB: The duties and responsibilities of this post are not restrictive, and the post holder may be required on occasion to undertake other duties. This will not substantially change the nature of the post.

Supervision and management

Reporting to: **Senior Revenues Officer**

Responsibility for: **Not Applicable**

Other factors

Be able to work additional hours including weekends if and when appropriate at peak operating times such as annual billing.

Our values

Our values act as guiding principles, defining what we believe is important in the ways we work together. Our values are Respect, Together, Accountability, Openness and Curiosity. You will need to be able to demonstrate these values in action through the way you work, regardless of your role within the organisation. Information about our values can be found on our website.



Person specification

Your application will be assessed based on your demonstration of how you fulfil the following criteria; you should include clear examples of how you meet these criteria within your application form and during the assessment process.

Essential

Essential criteria are the minimum requirement for the above post and will be assessed through a combination of your application form, assessment, interview and references (as specified below). We will require evidence of the qualifications, training or registrations listed below.

Qualifications, training or registrations Required by law or essential to the performance of the role or both	Assessed through:
1. A benchmark of 3 GCSE's (or equivalent) including Maths and English, at Grade C or above, or able to demonstrate relevant experience	Application form
2. Up to date knowledge and understanding of Council Tax legislation and be able to interpret it	Application form
Experience	
3. Able to demonstrate experience in a range of IT systems including Word, Excel, Outlook and Teams	Application form Interview Assessment
4. Knowledge of Council Tax legislation	Application form Interview Assessment
5. Experience of dealing with and resolving complex enquiries	Application form Interview Assessment
Skills and abilities	
6. Good communication skills, both written and verbal	Interview Assessment References
7. Able to work unsupervised and under pressure	Interview Assessment References
8. Excellent interpersonal skills	Interview Assessment References
9. Excellent IT skills in particular use of Microsoft Word, Excel and Outlook	Interview Assessment References
Our values	
10. Respect	Interview Assessment
11. Together	Interview Assessment
12. Accountability	Interview Assessment
13. Openness	Interview Assessment
14. Curiosity	Interview Assessment



Desirable

Desirable criteria will be used in the event of multiple applicants meeting the minimum essential requirements and if applicable, will be assessed through a combination of your application form, assessment, interview and references (as specified below). If you meet the desirable criteria, we will require evidence of the qualifications, training or registrations listed below.

Qualifications, training or registrations	Assessed through:
15. Hold IRRV Level 3 Diploma in Local Taxation, Benefits and Advice	Application form
Knowledge	
16. A basic knowledge and understanding of Benefits and Business Rates	Application form Interview Assessment

Approval

Manager's job title:

Date:

