

CROYDON COUNCIL

ROLE PROFILE AND PERSON SPECIFICATION

DEPARTMENT: Resources

DIVISION: Customer and Transformation

JOB TITLE: **Revenues Officer**

N.B: If you have any issues printing this document please contact HR

ROLE PROFILE

Job Title:	Revenues Officer
Department:	Resources
Division:	Customer and Transformation
Grade:	4-7
Hours (per week):	36
Reports to:	Council Tax/Business Rates Collection Manager
Responsible for:	Not Applicable
Role Purpose and Role Dimensions:	The purpose of the role is to provide an excellent service to all customers requiring assistance in resolving their account queries (written or verbal) to enable the efficient collection and recovery of council tax and business rates in order to maximise customer satisfaction and revenue collection for the organisation.
Commitment to Diversity:	To take individual and collective professional responsibility for championing the council's diversity agenda, proactively implementing initiatives which secure equality of access and outcomes. Commit to continual development of personal understanding of diversity.
Key External Contacts:	Customers – i.e. tenants, landlords, owner occupiers, businesses Valuation Office Magistrates' court Department of works and pensions Inland revenue Solicitors and barristers Voluntary Groups and services i.e. Mind, Age Concern, CAB Enforcement Agents Insolvency Service
Key Internal Contacts:	The contact centre Access Croydon Housing – DASH Benefits team

Fraud team
Revenues Manager
Welfare Benefits Team
Corporate Debt
Corporate Debt Recovery Support
Members of the Council

Financial Dimensions:

Maximisation of collection in relation to Council Tax £209 million per annum and Business Rates £130 million.

Key Areas for Decision Making:

This involves:

- Keeping the Council's Revenues records accurate and up to date: setting up council tax and / or business rates accounts and awarding reductions (discounts, disregards, exemptions, relief) where appropriate, changing payer types, issuing refunds and tracing gone aways in accordance with all relevant legislation, procedures, case law and council policy.
- Negotiating and agreeing arrangements for customers to pay once a summons has been issued, in accordance with procedures to maximise revenue for the Council
- Providing services to customers through a number of service disciplines to include receiving incoming calls, dealing with face to face appointment, online contact and white mail
- Assist at court hearings both Main and Adjourned, interviewing and making arrangements with customers and where necessary making the decision to request an adjournment
- Implement recovery methods to maximise collection for the council.
- Provide advice and guidance on the collection and recovery of council tax and / or business rates to customers using various mediums.
- Arranging visits to confirm customer circumstances and signposting to other services where appropriate
- Providing high levels of customer care and proactively resolving queries regarding council tax and / or business rates
- Deal with instalment applications encouraging customers to pay by direct debit.
- Process re-valuation schedules when received from the Valuation Office including amendments, reconsiderations, historic, new and deletions in relation to business rates.
- To determine next appropriate recovery action – Attachment Of Earning /Attachment Of Benefits/Enforcement Agents
- Prepare cases for issue to bailiffs, extract information from reports to identify direct payments, adjustments and changes of liability in relation to business rates
- Take appropriate recovery action on post liability order cases to maximise recovery

Other Considerations:

This is a description of the duties and responsibilities of the post at the date of production. The duties may change over time as requirements or circumstances change and other duties become necessary. With prior agreement, there may be a requirement for the post holder to work in another customer environment..

Is a satisfactory disclosure and barring check required?
[\(click here for guidance on DBS\)](#)

No

What level of check is required?

Is the post politically restricted
[\(Click here for guidance on political restriction\)](#)

No

Is the post exempt from the Rehabilitation of Offenders Act (ROA) 1974
[\(Click here for guidance on ROA \)](#)

No

Key Accountabilities and Result Areas:

Corporate Responsibilities

Key Elements:

This will involve:

- Champion, promote and demonstrate the Council's values in all aspects/areas of the role both within the department and across the council.
- Support the council management team in the delivery of the Council's vision and corporate priorities.
- Ensure that our customer commitment promises are

- reflected in all aspects of work
- To ensure that all staff are committed to & engage with change initiatives and practices, including building an agile workforce that enables self and customers to adopt digital ways of working in all aspects of the role
- Be a positive ambassador for the council and Croydon, maximising our influence and promoting Croydon in a positive light and creating opportunities to enhance the Council's image and reputation.
- Provide a visible commitment to customer satisfaction and continuous improvement across all services.

Council Tax and Business Rates Processing

This will involve:

This involves:

Grade 4

- Managing own workload ensuring that targets and expectations set are met including quality standards.
- Work with the Revenues team to ensure that all service targets are met
- Attend and participate in team and departmental meetings as required, supporting colleagues and sharing information appropriately with them.
- Updating computerised systems including the document imaging system and in-house databases.
- Liaising as necessary with other Council departments and outside agencies to gain necessary information to ensure that the detail held on the system is correct.
- Updating the council's records, in accordance with current legislation and regulations, using information received via correspondence, telephone calls, e-mails, web-chat

and in person.

- Assist at court hearings both Main and Adjourned, interviewing and making arrangements with customers and where necessary making the decision to request an adjournment.
- Keeping up to date with all legislation relating to Council Tax and Business Rates making efficient use of available resource material.

Grade 5

- Assess entitlement to and apply non routine discounts, disregards, exemptions and disabled relief
- Establish and set up HMO's without assistance.
- Fully understand the post liability order process, making correct use of enforcement stages available
- Manage work load actively to reduce the time taken to process all types of cases.
- Maintain office output standards, looking to incrementally improve over a set period of time.

Grade 6

- To decipher multi-year debts and payment allocation issues
- Reallocating monies within an account as required

Grade 7

- Assessing standard (income support/job seekers allowance) council tax benefits cases
- Assessing standard (income support/job seekers allowance) housing benefit cases

Responding and resolving Council
Tax and business rate enquiries

This will involve:

Grade 4 & 5

- This will include receiving and making phone calls to and from Customers, responding to written

communication either by telephone, Web-chat in writing or face to face when required.

- Providing a 'one council' approach to responding to enquires by seeking information from another council department if appropriate or signposting the customer to the relevant departments.
- Being proactive and responding to wide range of enquiries in a timely and courteous way.
- Taking responsibility for obtaining all information necessary to process or resolve enquiries at first point of contact.
- Escalating to others only where this is appropriate.
- Regularly updating customers on the progress of their enquiries or service as necessary
- Able to explain why recovery action has taken place on an account and the next steps available to customers

Grade 6

- Give advice on all council tax and business rate legislation, including the complexities of recovery and appeals.
- Resolve contentious and multiple customer queries, ensuring that all questions have been answered correctly and obtaining all information necessary to process or resolve a query at the first point of contact, taking responsibility for ensuring appropriate procedures are fully met within stipulated timescales and where appropriate professionally qualified staff and outside Organisations are involved.
- Research and resolve complex customer cases, taking responsibility for ensuring appropriate procedures are fully met within stipulated timescales and where appropriate, professionally qualified staff are

Customer care

involved.

Grade 7

- To be able to investigate and resolve customer's level 1 complaints to a satisfactory resolution for the customer. Providing a verbal or written response to their complaint.
- To provide service suggestions or improvements as a result of a level 1 complaint to prevent the matter arising for future customers.

This will involve:

Grade 4

- To use the telephone to contact customers and any key external and internal contacts to resolve customers queries and assessments.
- To write a good standard of letter meeting the corporate guidance to request further information or resolve any enquiries.
- To provide a high level of customer care and a 'Think Customer approach at all times.
- To actively participate in all meetings.

Grade 5 and Grade 6

- To proactively identify service suggestions to improve the customers experience and attend focus groups.
- To take part in a variety of projects to enhance the customers experience with areas within Revenues and Benefits

Grade 7

- To take part in a variety of projects to enhance the customers experience with areas outside of Revenues and Benefits.
- Play a leading role in a proactive customer review, this could include customer surveys, documentation review or improved online services.

Grade 5

- To mentor other colleagues for a

Knowledge

reasonable period of time on basic updating skills including all types of processing work

- Identify cases that maybe entitled to benefit although are not in receipt

Grade 6

- To mentor other colleagues for a reasonable period of time on a number of more complex areas including court work, multi year debts, appropriate cases that need to progress to charging order or bankruptcy.

- To provide feedback and ideas on any improvements that can be made to procedures and training

- Complete a means assessment for a customer, to establish the relevant levels of repayment

Grade 7

- To carry out accurate quality checks on other members of the team.

- To liaise, participate and assist with reports preparation for the internal and external audits.

To floor walk providing assistance to a large group of staff for a limited period of time.

Systems

To competently be able to use the following systems

- Northgate

- Iclipse

- Staff Hub

- Microsoft Word, Excel and

Outlook

- Search and tracing systems, such as Experian, Land Registry and Companies

- Ohms

- CRM

- Other systems where appropriate, such as Debthub

Green Commitment

- Ensuring both individual and teamwork meets the Council's Green Commitment Policy goals in reducing energy consumption and waste, increasing renewable energy use and recycling, contributing to a reduction in traffic congestion and using sustainable materials.

Data Protection

- Being aware of the council's responsibilities under the Data Protection Act 2018 for the security, accuracy and relevance of personal data held, ensuring that all administrative and financial processes also comply.
- Maintaining customer records and archive systems in accordance with departmental procedures and policies as well as statutory requirements.

Confidentiality

- Treating all information acquired through employment, both formally and informally, in confidence. There are strict rules and protocols defining employee access to and use of the council's databases. Any breach of these rules and protocols will be subject to disciplinary investigation. There are internal procedures in place for employees to raise matters of concern regarding such issues as bad practice or mismanagement.

Equalities and Diversity

- The council has a strong commitment to achieving equality of opportunity in its services to the community and in the employment of people. It expects all employees to understand, comply with and promote its policies in their own work, undertake any appropriate training to help them to challenge prejudice or discrimination.

Health and Safety

- Being responsible for own Health & Safety, as well as that of colleagues, service users and the public. Employees should co-operate with management, follow established systems of work, use protective equipment and report defects and hazards to management. Managers should carry out, monitor and review risk assessments, providing robust induction and training packages for new and transferring staff, to ensure they receive relevant H&S training, including refresher training, report all accidents in a timely manner on council accident forms, ensure H&S is a standing item in team meetings, liaise with trade union safety representatives about local safety matters and induct and monitor any visiting contractors etc, as

appropriate.

**Contribute as an effective
and collaborative team
member**

This will involve:

- Participating in training to demonstrate competence.
- Undertaking training as required for the role.
- Participating in the development, implementation and monitoring of service plans.
- Championing the professional integrity of the service.

Person Specification

Job Title:	Revenues Officer
Essential knowledge:	An understanding of Council Tax and/or Business Rates legislation and good practice principles.
Essential skills and abilities:	<p>Grade 4 Good verbal and written communication skills. A good standard of numerical ability. Computer literate with good keyboard skills. Ability to work as part of a team with a flexible approach. Ability to understand and interpret complex legislation. Ability to plan and organise own workload to meet targets and deadlines. Ability to demonstrate an understanding and awareness of the principles of equality issues and its application in the work setting. Must be numeric and literate</p> <p>Grade 5 Demonstrated ability to understand complex legislation, policy and case law.</p> <p>Grade 6 Demonstrate ability to deputise for Senior Revenue Officer. In depth knowledge of Council Tax and Business Rates legislation, case law, policy and procedures. Demonstrate ability to act as a mentor giving training, coaching and constructive feedback to new and existing staff.</p> <p>Grade 7 To have knowledge to assess and respond to enquiries in relation to both council tax and business rates. To have an overall knowledge and understanding of all areas in order to be able to quality check another member of the teams work</p>
Essential experience:	<p>Grade 4 Experience of working in a pressurised office environment.</p> <p>Grade 5 Revenue experience, dealing with all aspects of collection and recovery of council tax / business rates. Demonstrate experience of recommending and implementing service improvements.</p> <p>Grade 6 Revenue experience, dealing with all aspects of collection and</p>

recovery of council tax / business rates.

Experience of coaching staff and sharing knowledge.

Grade 7

Experience of reviewing quality and making suggestions
recommendations for improvements.

Experience working in partnership with other departments.

Special conditions:

- Maybe required to work outside of core hours, including evenings, as needed in line with the operating model and changes to service delivery
- Will be required to participate in the councils civil emergency exercises and be part of the 24 hour call out in the event of system failures or corporate crisis