



South Kesteven Job Description

Job title:	Revenues Officer		
Salary:	Up to SK7 - £19,824 (Pro rata)	Contract:	18 month fixed term contract
Hours:	Working hours will be 18.5 hours per week. <i>Week by week arrangements will be in accordance with business requirements and by agreement, subject to your right not to work more than 48 hours per week unless by agreement.</i>		
Location:	Council Offices, St Peters Hill, Grantham	Political restriction:	This job is not politically restricted

1 Overall purpose

To work under the direction of the Revenues Co-ordinator to administer the registration, billing, collection, and recovery of Council Tax in an accurate, effective, and efficient manner.

To provide an efficient service maintaining customer accounts in accordance with statutory provisions and local procedures.

2 Responsibilities and outcomes

1. Main responsibilities of the role:

- Develop and maintain sufficient levels of knowledge and understanding of council tax and benefit legislation so that all duties are effectively and accurately undertaken in an efficient manner
- Establish chargeable occupation and liability and issue council tax bills accordingly.
- Process changes and apply discounts and exemptions accurately ensuring compliance with procedures and policy
- Administer empty properties by making necessary enquiries with estate agents, solicitors, property owners etc
- Act promptly on information received to process any changes
- Ensure that all accounts are properly reconciled, and that revenue and performance is maximised at all times
- Ensure that all billing legislation is complied with and that all bills, notices, and summonses are correct.
- Provide advice and information to council taxpayers and other external and internal customers on all aspects of council tax and business rates
- Identify write offs for approval by an authorised officer of the council
- Calculate and process cash transfers between council tax accounts/debtors/rents/Business Rates as appropriate
- Administer and process council tax refunds
- Ensure timely and accurate action relating to the Direct Debit instructions, including setting up new accounts and amendment of existing instructions
- Maximise the recovery rate in respect of all income due from Council Tax by pursuing the most effective form of action available in order to secure payment
- Ensure output of work is in line with performance measures and targets

- Adopt effective and constructive relationships with colleagues and external contacts to promote effective partnership working for the delivery of high-quality services.
 - To support the Revenues Co-Ordinator in adhering to all council policies and Government legislation. Ensuring that legislation in respect of data protection and freedom information is adhered to at all times
2. Liaise with customers, internal teams, and outside agencies:
 - Liaise with members of the public by telephone, correspondence and face to face as required
 - To respond appropriately to correspondence, enquiries, and letters
 - Work closely with the Benefits Team to provide a wholistic service for the customer
 - Liaise with relevant internal and external stakeholders in order to obtain information in respect of Council Tax liability
 3. Undertake any other responsibilities aligned with the overall purpose and grade of the role

3 Values and Behaviours

At SKDC we are building an organisation with a strong internal culture, within our Corporate Strategy we have a definite set of ideas, ways of doing business and values and behaviours. We believe that how you behave does matter, therefore, we believe that our values are just as important as skills.

Accountability – In order to succeed we will need a culture of accountability throughout SKDC. Everyone at every level will need to be responsible for what they do; willingly taking ownership for their actions and decisions and being a reliable, dependable member of the team, often going beyond the normal terms of employment. We cannot work flexibly without accountability.

Flexibility – We can't be set in our ways if we are going to succeed, so flexibility matters. It might be flexibility in terms of the hours you do, the way you work or where you work. We can't afford to do things the same way just because "that's the way it's always been done". Our performance will be measured in outcomes and those outcomes will contribute to achieving our strategy.

Agility – Related to flexibility is agility. SKDC's needs are going to change over time and we need people who can respond to those changes, who can move freely between teams and who want to stretch themselves by being trained to be better at more things.

Equity – Every member of the SKDC team matters, irrespective of their rank or position. All of us should expect to be treated with respect and dignity and doors should be open. We will all be held to account for this.

Networking – We learn from each other and from external partners, so we need to be better at networking. Our networks hold the key to raising our profile, improving our performance, discovering better ideas and developing ourselves.

Learning – We are constantly learning from everything we do, regardless of success or failure. When we do something well, that knowledge can help us repeat and refine what we do in the future. We clearly won't seek failure, but neither will we be frightened of it. And if we fail, we will learn from it and not seek to just apportion blame (see 'accountability' above).

Talent – Having a diverse and talented team is fundamental to our success. However, a person's real talent isn't always obvious; sometimes it's overlooked, other times it may be hidden. Sometimes it's a talent the person didn't realise they had.

4 Flexibility

Some flexibility in the working hours will be required from time to time. This job description is not intended to be exhaustive. The post holder will be expected to adopt a flexible attitude to duties which may have to be varied (after discussion with the post holder) subject to the changing needs of the organisation.

5 Authority to work in the UK

You must have the legal authority to work in the UK. Non-EU nationals must have the relevant approval to work in the UK from the UK Border Agency.

Key Criteria	Job Requirements	Essential or desirable
Knowledge/ Skills	• Knowledge of relevant local taxation legislation, best practice, and customer care procedures	E
	• Knowledge of Council Tax functions and processes	E
	• Able to make prompt and clear decisions	E
Qualifications	• Qualified to a good general standard of education (including GCSE English & Maths (Grade A – C) or an equivalent qualification)	E D
	• Relevant professional qualification in Revenues	E
	• Full UK driving licence	
Experience	• Experience of working within a billing and collection environment	E
	• Experience of using the Northgate Revenues IT system	D
	• Experience of computerised databases and other current information technology	E
Aptitudes	• Effective customer care skills, both written and oral	E
	• Ability to remain calm under pressure	E
	• Ability to work to deadlines and to adapt to changing priorities	E
	• Ability to organise / prioritise work to achieve performance targets	E
	• Ability to work on own initiative	E
	• Ability and willingness to work as part of a team	E
	• Flexibility in terms of hours, duties, and preparedness to undertake any tasks required	E