



ADUR & WORTHING
COUNCILS

JOB DESCRIPTION

AUTHORITY:	WBC/ADC
DIRECTORATE/DIVISION:	Customer Services
SECTION:	Revenues & Recovery Team
POST TITLE:	Revenues & Recovery Officer
POST NUMBER:	TBC
WORK-STYLE:	Flexible
PRINCIPLE WORK LOCATION:	Portland House
ACCOUNTABLE TO:	Revenues & Recovery Team Leader
MANAGEMENT RESPONSIBILITY FOR:	None
AUTHORITY TO LIASE WITH:	Customers, colleagues, Landlords, Estate Agents, other Local Authorities and other stakeholders
MEETINGS ATTENDED ON A REGULAR BASIS:	Team meetings

PRINCIPLE PURPOSE OF JOB (role summary)

To assist with the prompt, efficient and accurate billing, collection and recovery of Council Tax, Business Rates and BID Levy liabilities promptly and accurately in accordance with prevailing legislation, litigation, guidance, best practice and local policy.

MAIN DUTIES, TASKS AND RESPONSIBILITIES OF POST HOLDER

Corporate

1. To undertake all duties in accordance with Council policies, in particular those relating to Customer Care and Equal Opportunities.
2. To undertake such other duties as may reasonably be allocated to the post holder, which may involve providing assistance in any section of the department as may be required from time to time.
3. To undertake any duties regarding health, safety and welfare at work, civil contingencies and business continuity which may reasonably be allocated to the post holder as a result of legislation, codes of practice or Council policies.
4. To promote the service and Council positively at all times.

5. To adhere to all aspects of confidentiality and Data Protection in order to comply with the law. To observe all policies and guidelines as defined by the Council's Data Protection Officer or your Service Data Controller.

Generic

1. To assist the Revenues & Benefits Manager to meet all the applicable targets detailed in the Services Specification, and remain within budgeted income/expenditure.
2. Other such duties as may be required from time to time within the grading and competence of the post holder.

Post-specific – Revenues

1. To undertake the prompt and efficient billing, collection and recovery of Council Tax, Business Rates and BID Levy liabilities including penalties, fees, and charges, in accordance with prevailing legislation, litigation, guidance, best practice and office procedures.
2. To determine Council Tax liability (including sole or main residency considerations) and entitlements to discounts, disregards and exemptions.
3. To maintain a good up to date knowledge of relevant legislation, litigation, guidance, best practice, local policy and office procedures relating to the Revenues Service.
4. To help the team achieve BVPIs and other targets summarised in the section's service plan and the corporate Best Value Performance Plan.
5. To undertake the prompt, efficient, friendly and fair resolution of Revenues and Recovery-related customer enquiries requiring demonstrable technical knowledge, IT and communication skills, in accordance with prevailing legislation, litigation, guidance, best practice, local policy and office procedures.
6. To maintain excellent customer relations by conducting face-to-face interviews with customers and responding to telephone calls from customers when enquiries are "handed off" by the Customer Service Team.
7. To help administer the visits database in respect of Council Tax and Business Rates properties, recording details of visits undertaken and responding to any follow up action required.
8. To prepare paperwork and make appointments for disabled reduction and uninhabitable applications.

9. To assist with the identification of newly completed, altered and demolished properties from Planning Approval and Building Regulation records, ensuring that details are passed to the Valuation Office Agency.
10. Initiate and reply to enquiries ensuring that matters of an urgent, technical and contentious nature are given prompt and efficient attention.
11. To help ensure that all systems are efficiently and effectively operated with appropriate safeguards and controls.
12. To identify potentially fraudulent applications for discounts, exemptions and reliefs, reporting promptly to the Finance Manager (Exchequer & Investigations) for investigation by the Fraud Officers.
13. To initiate and receive computer system output, including both regular and ad hoc batch work.
14. To ensure that calculations are checked and verified in compliance with best practice and audit requirements.
15. To maintain a good up to date knowledge of all the Council Tax, Business Rates, BID Levy, EDRMS and other associated software systems that are relevant to the administration of liabilities, assisting with the testing of new and updated systems.
16. To assist with the preparation of financial, statistical and management information.
17. To assist with the logging, coding, scanning, indexing, distributing and filing of incoming documentation and the enveloping, sorting and despatch of outgoing mail.
18. To identify accounts and set refunds as required and reissue or cancel any returned refunds as appropriate.

Post-specific – Recovery

1. To issue reminders, final notices, summonses and 14-day letters, responding to subsequent enquiries from customers, including making payment arrangements.
2. To attend the Magistrates Court to interview defaulters, making payment arrangements and undertaking any appropriate follow-up action.
3. To initiate letters in respect of imminent or actual Enforcement Agent action, adding associated costs to customers' accounts.
4. To refer appropriate accounts to the Council's authorised Enforcement Agents, utilising the online portal to respond to subsequent enquiries from customers.
5. To initiate Attachment to Earnings and Attachment to Benefit Orders, monitoring the arrangements and taking remedial action as required.
6. To trace absconded defaulters through data searches, initiating correspondence and telephone enquiries to landlords, agents, solicitors and other organisations.

The post holder will be required to undertake such other duties as may be required within the grade and competence of the postholder. Therefore, the list of duties in this job description should not be regarded as exclusive or exhaustive.

Duties will be set out in this job description but please note that the Council reserves the right to update the job description, from time to time, to reflect changes in, or to, the role. The post holder will be consulted about any proposed changes. Significant permanent changes in duties and responsibilities will require agreed revisions to be made to this job description.

Job Description agreed by:

Post holder (Print name):	
Signature:	
Date:	
Line Manager (Print name):	
Signature:	
Date:	
Director for Customer Service:	
Signature:	
Date:	