

BRIGHTON & HOVE CITY COUNCIL

JOB DESCRIPTION

JOB TITLE:	Revenues Officer
REPORTS TO:	Revenues Team Leader
DEPARTMENT:	Finance & Resources
SECTION:	Revenues & Benefits

PURPOSE OF JOB

Main Purpose of Job:

To assess liability, award appropriate discounts, consider and negotiate payment arrangements and ensure the appropriate enforcement and follow up action is taken in relation to the administration and collection of Council Tax, Business Rates (National Non-Domestic Rates) and corporate debts.

To optimise the sustainable collection of these taxes and corporate debts to maximise revenue for the council whilst taking into account the residents' financial circumstances and any vulnerability.

Principal Accountabilities:

1. To respond to and action tax payers queries through web, email, telephone, face to face and written contact, promoting self service options and being able to switch between these duties at short notice, resolving the query at the first contact whenever possible.
2. To obtain and collate the information and evidence required to create or maintain Council Tax/Business Rates records accurately, in accordance with national legislation, including local variations, and procedures. To retrieve and cross check information against other sources, including the Valuation Office Agency, other council databases, external credit reference agencies, external debt collection agencies, Land Registry and Companies House.
3. To evaluate, determine and verify liability for debt, entitlement to discounts and exemptions. Make accurate and concise notes of decisions made, advice given and any follow up action required.
4. Evaluate tax payer's individual needs, financial constraints and overall debt position. Negotiate, agree, input and review sustainable payment plans to secure the collection of unpaid debt and make decisions about removing or retaining legal costs incurred through late payments or arrears.
5. Select the most appropriate recovery and enforcement action in accordance with legislation, procedures and agreed policy to recover unpaid debt. Prepare the necessary documents to enable enforcement action to occur and escalate to and support as necessary those taking that action. Where necessary trace tax payers to resolve debt situations.

6. Identify any potential vulnerability, signposting tax payers to additional help or communicating with other departments and external agencies where appropriate, including debt advice agencies to help resolve the tax payer's debt position.
7. Assist with training and peer support of colleagues to develop a consistent customer service approach.
8. Maintain a practical and procedural knowledge of relevant legislation, procedures and policies.
9. To have an awareness of the welfare benefit options and the support available to help tax payer's to pay their council tax and other corporate debts.
10. To be proactive in identifying the barriers tax payers face in accessing the service and contribute to improving the service.
11. In particular: as set out in section 4.7 of the Health & Safety Policy:
 - To take due care of their own health and safety and that of others, who may be affected by their acts and mistakes at work.
 - To use equipment according to instructions
 - To ensure that they do not use facilities and equipment recklessly or interfere with the safe use of equipment, materials or systems
 - To report any unsafe act, or condition, any accident or incident according to Health and Safety Policy.
12. The post holder must implement the Council's Equalities Policy and must carry out his/her duties with due regard to this policy.
13. To carry out all duties in compliance with the Data Protection Act.
14. You will be required to undertake such other duties appropriate to the grade and character of the work as may reasonably be required of you. Therefore the list of duties in this job description should not be regarded as exclusive or exhaustive.

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PERSON SPECIFICATION

JOB TITLE:	Revenues Officer
DEPARTMENT:	Finance & Resources
SECTION:	Revenues & Benefits

ESSENTIAL CRITERIA

Job Related Education, Qualifications & Knowledge

Educated to GCSE or equivalent experience in Maths and English.

Experience of: -

Using skills and abilities outlined below either in work (paid or voluntary), education or in a personal capacity – full training provided

Skills & Abilities:-

- Good communication and negotiation skills
- Resolve difficult situations for customers, some of whom will be challenging, whilst maintaining a positive attitude to customer service
- Ability to manage multiple priorities whilst dealing with high volumes of work and input data with speed and accuracy
- Be resilient and flexible to deal with changing situations
- Actively contribute to a positive team environment
- Ability to interpret and understand legislation and technical procedures
- Use and promote digital technology

Equalities

- To be able to demonstrate a commitment to the principles of Equalities and to be able to carry out duties in accordance with the Council's Equalities Policy.

Other Requirements

- Commitment to acquiring awareness and knowledge of Health and Safety policy and practice as it applies in their area of work.
- Ability to co-operate and adhere to Health and Safety Policy, practices and instructions