



## Shared Revenues Partnership Job Description: J96c

### **Revenues and Inspection Officer**

#### **Main Purpose of Job**

To carry out all day to day activities necessary for the efficient and effective administration of Council Tax, Non-Domestic Rates and Housing Benefit Overpayments across all partner authorities. Bill, collect and recover in accordance with Council policy, legislation and regulations within the Shared Revenue Partnership.

#### **Main Duties**

1. Establish liability, maintain and amend Council Tax/Non-Domestic Rate/Housing Benefit Overpayment records ensuring the correct liability for each property/account/invoice. Checking and issuing appropriate bills, invoices, forms and notices, in order to meet performance targets. Liaise with customers, interested parties including statutory and non statutory bodies
2. Resolve enquiries from customers and stakeholders, as appropriate. Provide explanations and clarification of decisions and give in depth advice and guidance relating to legislation, policies and procedures.
3. Make decisions and take the necessary action against accounts requiring recovery action. Negotiate repayment terms with debtors and taking such action as appropriate. In the case of non-payment implement further recovery using Magistrate/County Courts, attachments enforcement agents, committals, charging orders and bankruptcy as appropriate.
4. Maximise the Council Tax and Non-Domestic Rate yield through the identification of new dwellings and hereditaments and ensure compliance with all reliefs granted.
5. Make decisions and periodically review discounts, exemptions and relief's. Determine sole or main residence and rateable occupation.

6. Carry out calculations arising from valuation list changes including transitional relief and interest and support the maintenance, control and reconciliation of the valuation list for all business and domestic properties in the Shared Revenues Partnership.
7. Provide specialist advice on procedural or legislative matters to Customer Service staff across the Shared Service and training to other staff members when required.
8. Assist with the development and implementation of new working methods and systems.
9. Assist with the preparation of cases for court and tribunals, providing support at such hearing as and when required.
10. Pursue recovery via telephone and home visit including out of hours contact as required.
11. Such variations as may be required from time to time without changing the general character of the duties shown above or the level of responsibility entailed.

## Person Specification – J96c

### Job Title - Revenues and Inspection Officer

ATTRIBUTES	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
<b>Qualifications</b>	1 A level or 5 GCSEs (including Maths and English) or an NVQ Level 3 in a related field and/or 2 years' qualitative experience.	Full or part IRRV qualification	Certificates / Application form
<b>Relevant experience</b>	<p>Ability to make decisions / recommendations and give advice based on policies and procedures</p> <p>Experience of working in a billing/collection and/or recovery environment</p> <p>Experience of solving complex numerical calculations</p> <p>Experience of Performance Managed culture, working to personal and team targets</p> <p>Experience of working through change</p> <p>Experience of contributing to service improvement and process re-engineering</p> <p>Demonstrate strong customer focus approach</p> <p>Ability to investigate and interpret complex cases</p> <p>Computer skills: databases; word processing, email</p>	Experience of using Revenues and Benefits Software Systems	Application form / Interview

<b>Specialist knowledge</b>	Up to date knowledge of Revenues Legislation  Data Protection Act	Basic knowledge of Housing Benefit Legislation	Application form / Interview
<b>Personal skills</b>	Ability to communicate with people of all levels, external organisations and members of the public  Demonstrate the ability to present sometimes complex financial or legislative information in simple, logical and clear manner via a variety of media  Ability to work on own initiative and as part of a Team  Ability to approach work flexibly with a can-do attitude.  Can organise / prioritise own workload and meet deadlines  Demonstrate strong customer focus approach		Application form / Interview
<b>Special working conditions</b>	A basic disclosure from Disclosure Scotland is required for this post.  May be required to work outside normal working hours	Able to travel to sites including rural locations without public transport	