



Job Description: K07c

## **Assistant Revenues & Inspection Officer**

### **MAIN PURPOSE OF JOB**

The post holder is responsible for providing administrative support in line with regulations and Council policy/procedures in respect of the following disciplines - Housing Benefit Overpayments, Council Tax and Non-Domestic Rates within the Shared Revenues Partnership.

### **MAIN DUTIES**

- 1 Maintaining accounts undertaking basic amendments, processing refunds, Setting up payments due under arrangements, enforcement cases, attachment of earnings and attachment of benefit cases and escalate to next stage of action if arrangement broken.
- 2 Program tasks for allocation and create work schedules for Revenue and Inspection Officers. Confirm and process returns from them, postal checks and complete in-house checks
- 3 Resolve basic enquiries from customers and stakeholders, as appropriate. Provide explanations and clarification of decisions and give advice and guidance relating to legislation, policies and procedures.
- 4 Checking reports taking action as necessary, examples of reports include recovery pre lists, enforcement returns and credit manager
- 5 Processing of Direct Debit failures, amendments and cancellations.
- 6 Assist with routine reviews of discounts, exemptions and relief's
- 7 Carry out investigations/tracing for absconders where mail is returned undelivered or gone away.
- 8 Assist the Court Officer in preparation for court. Attend the hearings to assist in the making of payment arrangements and with any enquiries from those customers who have been summonsed to appear.

- 9 Provide an administrative support service, including making appointments, completing administration paperwork, maintaining individual visit schedules and security checks.
- 10 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 – KO7c

### Job Title: Assistant Revenues Officer

ATTRIBUTES	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
<b>Qualifications</b>	GCSE Maths and English or equivalent qualifications / skills / experience	Relevant Revenues Qualification	Certificates / Application form
<b>Relevant experience</b>	<p>Experience of working in a administrative role</p> <p>Computer skills: databases; word processing, email</p> <p>Can organise / prioritise own workload and meet deadlines</p>	<p>Ability to make decisions / recommendations and give advice based on policies and procedures</p> <p>Experience of assisting with preparation for court, attending court and interviewing charge payers</p> <p>Experience of recovering unpaid debts</p>	Application form / Interview
<b>Specialist knowledge</b>	Data Protection Act	<p>Up to date knowledge of Revenues Legislation</p> <p>Experience of using Revenues and Benefits Software Systems</p> <p>Basic knowledge of Benefits Legislation</p>	Application form / Interview
<b>Personal skills</b>	<p>Ability to communicate with people of all levels, external organisations and members of the public</p> <p>Ability to work on own initiative and as part of a Team</p> <p>Accurate with good attention to detail</p> <p>Can organise / prioritise own workload and meet deadlines</p>		Application form / Interview

	Demonstrate strong customer focus approach  Ability to approach work flexibly with a can-do attitude		
<b>Special working conditions</b>	A basic disclosure from Disclosure Scotland is required for this post.		