



## **JOB DESCRIPTION**



<b>JOB TITLE</b>	Revenues Officer (Council Tax)
<b>VACANCY REF</b>	
<b>GRADE</b>	Band 5
<b>TEAM</b>	Revenues
<b>REPORTING TO</b>	Revenues Team Manager
<b>BASED AT</b>	Fenland Hall
<b>PURPOSE OF THE POST</b>	To assist in the billing, collection & recovery of Council Tax, ensuring Council Tax income is received promptly & efficiently.

**PLEASE NOTE:**

Fenland District Council is committed to equal opportunities.

It is the Council's aim to ensure that no potential job applicant, employee or service user, will receive less favourable treatment on the grounds of sex, age, disability, ethnic origin, religion, sexual orientation or marital status. The Council will also not impose any conditions or requirements, which disproportionately disadvantage any group, which can not be justified in terms of the needs of the job or the service provided.

Fenland District Council operates a no smoking policy.



## MAIN DUTIES AND RESPONSIBILITIES



### 1 Main duties and responsibilities

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To administer and process all types of council tax billing and recovery functions, within agreed targets, including the negotiation of payment arrangements and the monitoring of subsequent recovery.

To deal with customer correspondence and enquiries in person, by email, by telephone or by letter, providing an excellent, polite and courteous public service at all times.

To deal with reports and other general tasks that are the responsibility of the Revenues Department.

To liaise with all departments of the council/ARP, government departments, external bodies such as Debtors, Bailiffs, Enforcement Agents, Valuation Office and members of the general public.

To process all types of Council Tax or Business Rates enquires by operating various IT systems within targets set at any time.

To be familiar with and keep own knowledge up to date regarding Council Tax or Business Rates legislation, process, procedures and policies.

Liaise closely with all Revenues and benefits staff to ensure a smooth and seamless service to the public.

Assist the council's representative at court if required.

To handle telephone queries from members of the public and other stakeholders

To undertake any other duties as may reasonably be required and compatible with and/or arising from those listed above or directed by a Head of Service.

### 2 Quality and Equality

To promote quality and equality within the Council and in the provision of its services.

### 3 Customer Care

To provide excellent customer service to all internal and external customers in line with the Council's commitment to Customer Service Excellence. Apply the principles of the Council's Customer Care policy, taking responsibility, ensuring reliability and having respect for all those for whom the service is being provided including colleagues and Elected Members.

### 4 Other Duties

Comply with all the policies and procedures of the Council (e.g. Equal Opportunities, Standing Orders, Financial Regulations, Health and Safety). Copies of these can be found in the Employees Handbook (which will be amended and reissued should there be any changes) and/or from Human Resources.

**This job description is not definite or exhaustive but is provided to give the postholder an indication of the range of activities, duties and responsibilities concerned with the employment.**

**Any changes to this job description will only be made following consultation with the post holder.**

Prepared By	Received By
Date	Date



PERSON SPECIFICATION	E	D	H/A
<b>Qualifications and Experience</b>			
Good general education - 2 GCSE grades, A-C or relevant Revenues experience.	✓		AP/I/T
Demonstrate good numerical and writing skills	✓		AP/T
Recent Experience of working within a busy office environment or relevant qualification in this field.		✓	AP/I
Demonstrate knowledge of Council Tax Legislation		✓	AP/I
IRRV Technician Grade		✓	C
<b>Communicating effectively</b>			
Good level of interpersonal and communication skills	✓		AP/I
Effectively communicates relevant information to others	✓		AP/I
Able to respond to varying levels of understanding from customers	✓		AP/I
<b>Attitude</b>			
Must be able to self-motivate and embrace change	✓		AP/I
Be an effective player and can work flexibly within a team	✓		AP/I
Have a positive desire to achieve results	✓		AP/I

Committed to a learning culture and willing to learn and improve	✓		AP/I
<b>Skills &amp; Knowledge</b>			
Computer literate/keyboard skills applied in a working environment	✓		All: AP/I/T
Work accurately whilst understanding the importance of meeting strict deadlines	✓		
Must be able to work to personal and team targets	✓		
<b>Behaviours</b>			
Evidence of all level 1 elements of the Council's core competency framework, i.e.: <ul style="list-style-type: none"> <li>• <b>Respect and Dignity for all</b> - is open, honest and courteous</li> <li>• <b>Teamwork and Co-operation</b> - participates as a team member and encourages, enables and supports colleagues</li> <li>• <b>Effective Communication</b> - communicate effectively with others</li> <li>• <b>Customer Focus</b> - responds to customer needs</li> </ul>	✓		All: AP/I/T
<b>Delivering excellent customer service</b>			
Demonstrate experience or understanding of customer care	✓		AP/I
Demonstrate ability to deal with customer enquiries in an appropriate , diplomatic and professional manner	✓		AP/I
Be able to remain calm during stressful circumstances	✓		AP/I
Customer care trained		✓	C
<b>Other Requirements</b>			
Proof of Right to Work in the UK	✓		C
Able to demonstrate good general understanding of Health, safety and welfare policies and procedures	✓		AP/I
Demonstrate an understanding of, acceptance and commitment to, the principles underlying equal opportunities	✓		AP/I
<b>ABBREVIATIONS</b>			
E	Essential selection criteria	IV	Interview
D	Desirable selection criteria	T	Test
H/A	How Assessed	C	Certificate
AP	Application Form		

