**JOB DESCRIPTION**

**CHIEF EXECUTIVE’S DEPARTMENT**

**JOB TITLE:** REVENUES OFFICER

**DIVISION:** CHIEF EXECUTIVE’S – FINANCE DIVISION

**GRADE:** BAND 7

**RESPONSIBLE TO:** PRINCIPAL RECOVER OFFICER / SENIOR REVENUES OFFICER

**POST REFERENCE:**  101166

**Purpose of Post**

To be part of a team of Revenues Officers, responsible for all areas of Council Tax and Business Rates administration. More specifically, the Revenues Officers will be required to work in one of the following areas:

* Valuation, billing and collection of Council Tax and Business Rates;
* Recovery and enforcement of Council Tax and Business Rates.

To aid personal development, the Revenues Officers will be encouraged to gain experience in each area of work.

**Key Relationships**

To develop and maintain links with Officers in other Departments of the Council and external agencies as appropriate, in relation to Revenues and Benefits matters.

**Main Duties and Responsibilities**

1. Dealing with customer enquiries received by telephone, correspondence and personal visit to the Civic Centre.
2. To make arrangements for payment of outstanding Council Tax and Business Rates.
3. The valuation, billing and collection of Council Tax and Business Rates, which may include:
* The preparation, checking and dispatch of bills at the beginning of the financial year, and during the year following changes in liability, occupation or ownership;
* To pass information to the Valuation Office about changes which may affect property banding or the rating list;
* To action Valuation List updates, ensuring that the total rateable value is reconciled and issue amended business rate accounts as necessary;
* Processing account amendments to reflect changes in property occupation, and amending council tax benefit where appropriate;
* Undertaking reviews to verify property ownership, entitlements to reductions and ensure correct liability to pay council tax and business rates;
* Administration of payment and instalment schemes;
* Determining and processing applications for discounts, exemptions and reductions;
* Inputting account adjustments and processing refunds, and recalled payments;
* Calculating interest on overpayments arising from reductions in rateable value (for subsequent authorisation and payment) and preparation of the related tax certificate.
1. The recovery and enforcement of Council Tax and Business Rates, which may include:
* The preparation, checking and dispatch of reminders, final notices and summonses;
* The preparation of cases for court action and attendance at court to deal with customer enquiries;
* The issue of forms requesting financial information and the assessment of the completed forms to determine the most appropriate form of recovery action to be taken;
* Setting up and monitoring arrangements for payment and initiating further recovery action in cases of default;
* The preparation and issue of Attachment of Earnings Orders and Attachment of Benefits Orders, and monitoring payments received;
* The preparation and issue of accounts to the Enforcement Agents;
* The preparation of statutory demands, bankruptcy orders and prosecutions for non-return of requests for information.
1. The implementation of quality initiatives such as Charter Mark.
2. To liaise with external agencies and other departments within Council on matters affecting valuation, billing, collection and enforcement of Council Tax and Business Rates.

7. To undertake any other duties of a related nature, which might reasonably be required and allocated by the respective Team Leaders and Managers.

**Changes**

Over time Council services change and develop. This can impact upon the main duties and responsibilities of the role, and subsequently the post holder, who will be required to adapt. Any changes will be appropriate to the grading of the post and will be made in discussion with the post holder.

Date: 12 June 2020

**HARTLEPOOL BOROUGH COUNCIL IS COMMITTED TO SAFEGUARDING AND PROMOTING THE WELFARE OF CHILDREN, YOUNG PEOPLE AND VULNERABLE ADULTS. IF THIS POST IS SUBJECT TO SAFER RECRUITMENT MEASURES THEN A DISCLOSURE AND BARRING SERVICE (DBS) CHECK WILL BE REQUIRED.**