

Post Title: Revenues Officer (A4455)

Evaluation: 453 Points **Grade** N5

Responsible to: One of the Following:

Revenues & Benefits Manager
In House Compliance & Enforcement Manager
Business Rates/BID Team Manager
Council Tax Team Manager

Responsible for: N/A

Job Purpose: To contribute towards the collection, recovery and enforcement of income from council tax, business rates, BID levy and garden waste in accordance with Council policy and relevant legislation.

Main Duties: The following is typical of the duties the postholder will be expected to perform. It is not necessarily exhaustive and other duties of a similar nature and level may be required from time to time.

1. To ensure that liabilities for council tax, business rates, BID levy and garden waste accounts are processed accurately and timely.
2. To ensure that all applications for discounts, exemptions, reliefs and council tax reduction are verified and correctly awarded.
3. To report on and action valuation list updates, ensuring that the total rateable value is reconciled and calculated and that interest on overpayments are processed as a result of any changes.
4. To undertake proactive recovery and enforcement activities and negotiate with customers to maximise local taxation collection.
5. To respond to customer enquiries by telephone, email and correspondence.
6. To undertake quality assurance and compliance checks as required.
7. To attend court to provide information as required.

8. To provide advice to colleagues across the council as well as external stakeholders, clients and customers.
9. To contribute towards business process improvement and e channel and customer self-service enablement.
10. To develop and maintain positive and collaborative relationships with all internal and external stakeholders.
11. To contribute towards implementation of revenues policies across the council.
12. To participate in specific projects as required.
13. To promote and implement the Council's equality policy in all aspects of employment and service delivery.