

Revenues Officer

Job Description

Reports to one of the following:

Revenues & Benefits Manager, Inhouse
Compliance & Enforcement Manager,
Business Rates/BID Team Manager,
Council Tax Manager

Direct reports: N/A

Evaluation: **453** points

Grade: **N5**

Reference: **A4455**

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

These are some of the typical duties you will be expected to perform. This is not exhaustive, and you may need to complete similar tasks as required.

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 our *Diversity, Equality, Equity, and Accessibility* policy in all aspects of your employment.
14. To help maintain a healthy, safe, and secure environment and to adhere to our policies and procedure.