

# Job Description

## Revenues Officer

*Final*

*Date: 21/04/2017*

**POST:** Revenues Officer  
**SERVICE:** Revenues & Benefits  
**SECTION:** Recovery  
**BAND:** 5  
**REPORTS TO:** Senior Revenues Officer  
**RESPONSIBLE FOR:** N/A  
**TYPE:** 1) Hot desking or Agile/Mobile Working

All Council posts are subject to National Joint Council (NJC) conditions of service.

Basildon Borough Council is committed to safeguarding and promoting the welfare of children and adults, and expects all employees, contractors and volunteers to share its commitment to prevent abuse, harm or exploitation.

Please note that the Council applies a robust recruitment vetting process.

\*Please note that this post is subject to Department of Works and Pensions (DWP), Protection of National Infrastructure conditions, which means that the post holder will be required to undergo further vetting processes to ensure compliance.

\*Please note that this post will require a standard Disclosure and Barring Certificate.

## **MAIN PURPOSE**

The main purposes to this role is to undertake the collection and enforcement processes of all debt types within the Collection and Recovery team. These post holders implement the various remedies for debt collection and enforcement that are authorised by legislation including undertaking direct negotiation with debtors, enforcement agents and other agencies as well as identifying irrecoverable debts. These post holders are required to represent the council at court hearings in proceedings for non-payment of council tax, sundry debts, benefit overpayments and other debts.

## **GENERAL INFORMATION**

The Revenues and Benefits Service administers the billing and collection of Council Tax, Business Rates liabilities and corporate debt, the assessment of Housing Benefit and the Local Council Tax Support (LCTS) scheme. The Service is responsible for ensuring that benefits are paid timely and accurately and that the tax base is protected.

These post holders ensure that decisions on the collection and recovery of Council Tax, Housing Benefit overpayments and Sundry Debts are made in accordance with law and policy guidelines in order to maximise income to the authority.

All staff must be mindful of potential fraud and that suspected irregularities are referred for investigation in all cases.

A common factor in Revenues and Benefits services is that any member of staff may be called upon to act as a witness in proceedings in courts or tribunals to give factual evidence.

## **DUTIES**

1. Communicate with taxpayers and other interested persons, by telephone, letter and other means, to identify occupiers, owners for liabilities, discounts and disregards.
2. To facilitate payment of Council Tax by ensuring that demand notices and other documentation are issued to tax payers as appropriate. Implement methods of payment, refunds and other transactions as necessary.
3. Serve various legal notices and invoices for all debt types, implementing payment agreements and take appropriate action for collection and recovery in accordance with guidelines, taking ownership of monitoring accounts and payment arrangements.
4. Ensure that appropriate methods of enforcement and sanctions are pursued, having regard to the means and circumstances of debtors, ensuring that due regard is taken in vulnerable cases.
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6. Maintain knowledge of Council Tax and Benefits legislation, including debt collection, enforcement and insolvency law, ensuring that processes and decisions apply in accordance with law and policy guidelines.
7. To represent the council in court hearings for all debt types.
8. Ensure that communications with DWP through the Customer Information System (CIS) or its equivalent are properly implemented and undertaken by the relevant staff in accordance with agreed procedures.
9. To identify cases of hardship or other circumstances where a debt may be irrecoverable and to make recommendations for write-offs, referring debtors to local welfare benefits and debt counselling groups where appropriate.
10. Liaise with other staff as appropriate in relation to the collection and enforcement of all debt types owed to the Council.
11. Liaise with enforcement agents, the Police, Courts and with other external collection and enforcement agents to seek to obtain prompt and correct settlement of debts.

12. To liaise with all internal and external partners as required.
13. Undertake all the duties within the framework of Equal Opportunities.
14. Any other duties appropriate to the post: These other duties must be equivalent to or below the salary and status of the role and, where appropriate, under the Equality Act 2010, due consideration must be given to any employees with a “protected characteristic”.
15. You must cooperate in all matters relating to Health and Safety and implement all procedures for your job role. The identification of Health and Safety related risks within the working environment must be highlighted to your management.

## PERSON SPECIFICATION

<b>Position Title:</b>	<b>Revenues Officer</b>	<b>Date Prepared:</b>	<b>21/04/2017</b>
<b>Department:</b>	<b>Revenues &amp; Benefits</b>	<b>Band:</b>	5

<b>AF= Application Form</b>	<b>I = Interview</b>	<b>T= Test</b>
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	<b>REQUIREMENTS</b>	<b>Essential</b>	<b>Desirable</b>	<b>Assessed</b>
<b>1.</b>	<b>EXPERIENCE AND KNOWLEDGE</b>			
1.1	Demonstrable experience of working in a recovery section or in a similar environment dealing with the collection of various debt types	✓		<b>AF/I</b>
1.2	A good working knowledge of Council Tax and NNDR law and procedures	✓		<b>AF/I</b>
1.3	Experience of customer/public contact demonstrating good communication and interpersonal skills	✓		<b>AF/I/T</b>
1.4	Experience of accurately maintaining and interpreting personal and financial data	✓		<b>AF/I/T</b>
1.5	Experience of using office information systems	✓		<b>AF/I/T</b>
<b>2.</b>	<b>COMPETENCIES</b>			
	<b>DECIDING AND INITIATING ACTION</b>			
1.1	<ul style="list-style-type: none"> <li>a) Makes prompt, clear decisions which may involve tough choices or considered risks</li> <li>b) Takes responsibility for actions, projects and people</li> <li>c) Takes initiative, acts with confidence and works under own direction</li> <li>d) Initiates and generates activity</li> </ul>	✓		<b>AF/I</b>
	<b>WORKING WITH PEOPLE</b>			
2.1	<ul style="list-style-type: none"> <li>a) Demonstrates an interest in and understanding of others</li> <li>b) Adapts to the team and builds team spirit</li> <li>c) Recognises and rewards the contribution of others</li> <li>d) Listens, consults others and communicates proactively</li> <li>e) Supports and cares for others</li> <li>f) Develops and openly communicates self-insight such as an awareness of own strengths and weaknesses</li> </ul>	✓		<b>AF/I</b>

	REQUIREMENTS	Essential	Desirable	Assessed
	<b>WRITING AND REPORTING</b>			
4.1	<ul style="list-style-type: none"> <li>a) Writes clearly, succinctly and correctly</li> <li>b) Writes convincingly in an engaging and expressive manner</li> <li>c) Avoids the unnecessary use of jargon or complicated language</li> <li>d) Writes in a well-structured and logical way</li> <li>e) Structures information to meet the needs and understanding of the intended audience</li> </ul>	✓		AF/I
	<b>PLANNING AND ORGANISING</b>			
6.1	<ul style="list-style-type: none"> <li>a) Sets clearly defined objectives</li> <li>b) Plans activities and projects well in advance and takes account of possible changing circumstances</li> <li>c) Manages time effectively</li> <li>d) Identifies and organises resources needed to accomplish tasks</li> <li>e) Monitors performance against deadlines and milestones</li> </ul>	✓		AF/I
	<b>ADAPTING AND RESPONDING TO CHANGE</b>			
7.1	<ul style="list-style-type: none"> <li>a) Adapts to changing circumstances</li> <li>b) Accepts new ideas and change initiatives</li> <li>c) Adapts interpersonal style to suit different people or situations</li> <li>d) Shows respect and sensitivity towards cultural and religious differences</li> <li>e) Deals with ambiguity, making positive use of the opportunities it presents</li> </ul>	✓		AF/I
<b>3.</b>	<b>EDUCATION AND TRAINING</b>			
3.1	Educated to GCSE level or equivalent, indicating an aptitude for mathematics and English language.		✓	AF/I
3.2	Professionally qualified to IRRV level or willing to study for the IRRV	✓		AF/I

