

Peter Vickers

Head of Finance and Property

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Dear Applicant

Thank you for your interest in the role of Recovery Officer in the Revenues team. It is great to have the opportunity to share my thoughts with you about this key role.

This is an extremely important position within the Revenues team at the Council, contributing to the income stream which makes its operations possible. This role has become available following the restructure of the team after a project to improve processes, procedures and customer service. The Revenues team has been a consistently high performing one, regularly meeting its targets, but we are confident the review of service delivery procedures will improve this further.

In this post you will be responsible for:

- Enabling and supporting the Revenue Team to achieve the team's purpose of: 'Giving the customer a quick bill that's accurate, simple and easy to pay, and if necessary, help get them back on track and regain control of payments'
- Billing and collecting council tax and business rates, including where the account is in default. This involves speaking with customers on the telephone, replying to correspondence and seeing them in person in the council offices.
- Maintaining the council tax and business rate accounts to ensure that accurate bills are issued on time.

This is also an opportunity to help shape the way in which our services are provided in the future.

You will find Waverley to be a positive and supportive place to work, with clear ambitions and a strong ethos of team work and collaboration. You will be given ample opportunity to make your mark and further progress your career. You will be joining a lively and high performing team who recognise the importance of working hard and fostering strong relationships with surrounding colleagues to deliver excellent results.

I hope that the opportunity of joining Waverley in this role appeals to you. I look forward very much to hearing from you.

Yours sincerely



Peter Vickers

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