

ROLE PROFILE

Role Title:	Revenues Officer
Service:	Revenues and Benefits
Salary Band:	SH04
Location:	Surrey Heath House, Knoll Road, Camberley, Surrey, GU15 3HD
Reporting To:	Senior Revenues Officer/Revenues Manager

Role Purpose

To deal with all aspects of Council Tax billing, collection and enforcement ensuring that legislative and best practice are met. To positively contribute towards the service annual targets for collection of Council Tax. To be part of a team providing an excellent Revenues service.

Main Duties and Accountabilities

Knowledge and Expertise

- Ensure that Revenues knowledge is current to provide a professional Customer enquiry resolution service to all Council customers in a timely and courteous way. Staff should take responsibility for obtaining all information necessary to process or resolve a query, only escalating it to others where this is appropriate.
- Record all initial customer contacts on the Revenues databases as directed if necessary, ensuring that all appropriate information is included and updated in a timely and accurate manner.
- Maintain knowledge of current Revenues systems to ensure accurate input of data to ensure that Council Tax bills are issued correctly.
- Recognise and prevent fraud in applications for discounts or exemptions, adopting procedures according to current policies.
- Good working knowledge of the Local Government finance Act 1989 and 1992 to ensure the correct business rates and council tax liability is established.



- Understanding of The Business Improvement Districts (England) Regulations 2004
- Responsible for maintaining the Revenues software system to ensure that the correct liability details are held for billing purposes, including the correct application of discounts, reliefs, and exemptions where allowable under current legislation.
- Dealing with and resolving ratepayer enquiries.
- Responsible for maintaining the Business Improvement District (BID) software system to ensure accurate and prompt billing.
- Dealing with and resolving BID levy queries
- Responsible for ensuring the downloading balancing and updating of Valuation Lists.
- Responsible for maintaining effective liaison with the Valuation Office, Collectively Camberley, Rating and Property Agents and other external organisations.
- Provide advice on complex issues relating to Non-Domestic Rates (NDR) and BIRD levy to ensure that legislation is appropriately applied and interpreted.
- Refer claims for NDR insolvency cases to the Recovery Officer.
- Work closely with the Revenues Inspector and entire Council Tax Team
- Assist with annual relief reviews and annual billing and year-end processes.

Relations with People (Internal and External)

- Revenues and Benefits Manager Revenues and Benefits Team Leaders
- Revenues and Benefits Revenue / Benefit Officers
- GIS Team
- Planning/Building Control Team
- Valuation Office Agency
- Taxpayers
- Collectively Camberley

Creativity and Innovation

- To have a positive approach as part of a team providing a customer service.
- To assist the team in achieving all targets, performance indicators and collection rates



- To be a self-starter able to work with minimal supervision.

Financial Accountability

- Undertake administrative and financial tasks as agreed with the Revenues Manager.

Impact upon the Organisation & the Community

- Successful collection and maintenance of the Taxbase / RV enables the local taxes to be raised from a larger base, securing more income and smaller tax rises.
- Council Tax billing affects every domestic dwelling in the borough.

Management & Supervisory Responsibilities

- None

Initiative & Independent Action

- To have a positive approach as part of a team providing a customer service.
- To assist the team in achieving all targets, performance indicators and collection rates
- Ensure that targets and deadlines set are met within the agreed timescales.
- To be a self-starter able to work with minimal supervision.
- Ability to create new and imaginative approaches to processes and systems.

General

- To carry out any other clerical duties commensurate with the grade of post as directed by the Senior Revenues Officer and Revenues Manager.
- To effectively contribute towards providing and improving the level of service that Revenues and Benefits provide to all customers, agencies, and partner organisations.
- To be able to deal in a professional, courteous, and firm way with taxpayers both on the phone, by letter or in person.
- Attend and participate in departmental meetings as required, supporting colleagues, and sharing information appropriately.



- To promote a culture within the Service which is supportive of the Council's purpose, aims and values and to take all reasonable steps to maintain good employee relations.
- Participate in Council projects as and when necessary, e.g. involvement in service improvement or undertaking Customer satisfaction surveys and performance monitoring processes.
- Understanding of the key objectives of the authority and service
- Attend and participate in team meetings.
- Understanding and commitment to promoting and implementing the Council's Equal Opportunities policies
- Demonstrate willingness to attend and participate in an intensive training programme followed by ongoing continuous professional development.

Continuous Professional Development

- Ensure up to date knowledge of business rates and council tax legislation and procedures.
- Stay up to date with local taxation legislation and procedures.
- Ensure value for money and continuously improve performance.

Customers and Contacts

Important Internal Relationships

- Revenues and Benefits Manager Revenues and Benefits Team Leaders
- Revenues and Benefits Revenue / Benefit Officers
- GIS Team
- Planning/Building
- Corporate Property Management

Important External Relationships

- Taxpayers within Surrey Heath Borough Council



- Citizens Advice Bureau
- Partner Organisations – E.g. Printers, Software suppliers
- Other Local Authorities
- Valuation Office Agency
- Collectively Camberley

DBS Requirements

- Standard Check

Qualifications and Training

Criteria	Essential or Desirable	Application, Interview or Assessment
Qualified Member of the Institute of Revenues Rating and Valuation or Appropriate Qualification i.e. Level 4 in Revenues and Benefits Practitioner	E	Application
Detailed understanding of the legislation around local taxation including Council Tax and Business Rates	E	Application
Excellent IT skills, including MS Office, Revenues systems, document management systems	E	Application
Excellent written and verbal communications	E	Interview

Knowledge and Experience

Criteria	Essential or Desirable	Application, Interview or
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		Assessment
Experience of working on an extensive and varied workload at a high level with a proven track record of success	E	Application and Interview
Demonstrate an understanding of the workings of local Government .	E	Application/Interview

Skills and Relations with People

Criteria	Essential or Desirable	Application, Interview or Assessment
Experience of working in council tax and business rates environment	E	Application
Credible in personal and professional demeanour commanding the confidence of customers and members,	E	Application/Interview
Skills in negotiation	E	Interview/Assessment

Creativity and Innovation

Criteria	Essential or Desirable	Application, Interview or Assessment
Able to analyse complex data and reach logical conclusions	E	Application/Interview/Assessment
Assist with the implementation of Government Grant initiatives, which do not fall	E	Application/Interview



in to an overall pattern and require conceptualization, implementation, and delivery.		
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Financial Accountability

Criteria	Essential or Desirable	Application, Interview or Assessment
Understanding of billing and collecting local taxation, discretionary relief policies and collections for business rates and council tax	E	Application
Assist with banking procedures i.e. Direct Debit/refunds/AUDDIS in respect of NDR and council tax.	D	Application/Interview

Impact upon the Organisation and the Community

Criteria	Essential or Desirable	Application, Interview or Assessment
A full understanding that council tax billing affects every domestic dwelling in the Borough	E	Interview/Assessment
Experience of assisting businesses to enable successful collection of business rates to secure SHBC's financial position	E	Application
Experience of working with a Local Authorities Corporate Property Team	D	Interview



Encourage the use of technology to improve the service and customer experience.	E	Interview/Assessment
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Management and Supervisory Responsibilities

Criteria	Essential or Desirable	Application, Interview or Assessment
Ensure compliance with Health and Safety at work, Data Protection, and other statutory requirements.	E	Application

Initiative and Independent Action

Criteria	Essential or Desirable	Application, Interview or Assessment
Knowledgeable of developments within IT	E	Interview
To be a self-starter able to work with minimal supervision	E	Interview
Ability to create new and imaginative approaches to processes and systems.	E	Interview

Additional Requirements

Criteria	Essential or Desirable	Application, Interview or Assessment
Knowledge and experience of using IT	E	Application





Undertake temporary responsibilities aligned with the purpose and grade of the role	E	Interview/Assessment
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