



JOB DESCRIPTION

This form summarises the purpose of the job and lists its key tasks. It may be varied from time to time at the discretion of the Authority, in consultation with the postholder.

Job title	Revenues Officer (Council Tax)
Reports to	Revenues Shared Service Manager
Team	Revenues – Council Tax
Grade	Grade 5
Last updated	March 2026

Job Summary

The officer will be responsible for specific areas and disciplines within the Service, as detailed in the key tasks.

However, experienced post holders may be expected to provide cover for the other officers across the various areas when required to meet the needs of the service. The other areas will include:

- The efficient and accurate administration of all Benefit applications received and overpayments identified in accordance with the appropriate regulations, legislation and guidance
- Carrying out all day-to-day activities necessary for the efficient and effective collection of Council Tax and Non-Domestic Rates
- Undertaking and evidencing appropriate checks and responding to queries in accordance with the relevant legislation and requirements of the service
- Assisting in performing the system administration duties for the various computer systems in the Shared Service
- Assisting with reconciliations, the management of creditors modules, checking, integrity and completion of returns from government departments, agencies and other relevant organisations
- Carrying out fraud investigations

Key Tasks

Operational Responsibilities

- To support the shared service managers in all aspects of the shared services functions and operation.
- To gain full working knowledge of relevant legislation and IT applications to enable the efficient carrying out of the duties attached to the post.
- To learn to answer and deal with telephone, written or face to face enquiries from customers and stakeholders, as appropriate, providing explanations and clarification

of decisions and actions taken and general advice and guidance relating to legislation, policy and procedures.

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- To answer and deal with telephone, written or face to face enquiries from customers and stakeholders, as appropriate, providing explanations and clarification of decisions and actions taken and general advice and guidance relating to legislation, policy and procedures.
- To actively encourage the take-up of available benefits, allowances and discounts.
- To identify possible irregularities in benefit claims and refer these cases to the Fraud Team.
- To assist with the development and implementation of new working methods and systems.
- To maintain an up-to-date awareness of other welfare benefits and refer cases to Visiting Officers and Welfare and Money Advice agencies as appropriate.

Management / Supervisory / Team Working Responsibilities

- No management responsibilities
- Ability to manage your own workload

Communication & Contacts

- Develop the skills and knowledge to be able to deal with requests for advice and guidance from other Council departments (across partner authorities) other agencies etc,
- To liaise with and provide advice and guidance to other Council departments (across partner authorities) external agencies, Government bodies, organisations, stakeholders, Members and colleagues on all matters relating to Revenues and Benefits Shared Services as required.

Financial / Budgetary Responsibilities

- No financial or budgetary responsibilities

Other

- To ensure that the shared services performance standards and targets are met.
- To keep and maintain appropriate records and statistics, review exception reports and ensure appropriate action is taken.
- To identify effective and efficient use of resources to achieve maximum efficiency for the shared service.
- To assist with the preparation of cases for court and Tribunals, providing support at such hearings as appropriate.
- To participate in the identification, delivery and review of your own personal training and development needs and too attend any courses, seminars, workshops applicable to the post as and when required
- To carry out other duties as directed from time to time commensurate with the grading of the post
- To comply with all health and safety legislation and to pursue duties in a safe manner with due regard to the health and safety of others
- To comply with all aspects of the Council's Code of Conduct and Equal Opportunities Policy
- Ensure awareness of the council's Safeguarding Policy and take a proactive approach to ensure the safeguarding of residents at all times.



PERSON SPECIFICATION

This form summarises the purpose of the job and lists its key tasks. It may be varied from time to time at the discretion of the Authority, in consultation with the postholder.

Job title	Revenues Officer (Council Tax)
Reports to	Revenues Shared Service Manager
Team	Revenues Service – Council Tax
Grade	Grade 5
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We want the postholder to be able to demonstrate the following competencies to a high level and want to use these to the full in their work. This is more important than having a great deal of direct experience of the job content, and we will be looking for evidence of all the following key competencies during the selection process, if you are shortlisted.

- Personal effectiveness
- Proactive
- Managing relationships
- Communication
- Customer focus
- Commercial focus*

Key Criteria

Qualifications and Experience

- Numeracy skills, including the ability to manipulate numerical data
- Excellent verbal and written communication skills, with a strong customer focus
- IRRV technician or equivalent experience
- Proven relevant experience in a Revenues/Benefit or similar environment.
- Experience in a similar environment
- Experience of using Revenues and Housing/ Council Tax Benefit software
- Knowledge of Windows based office package

Specialist Knowledge and Job Requirements

- Ability and willingness to help support and provide guidance, support and advice to less experienced staff
- Ability to relay complex information clearly in relation to Benefits, Council Tax and Non-Domestic Rates verbally and in writing
- Ability to make decisions in relation to Revenues liability, payment arrangements and recovery procedures etc. as appropriate.

- Ability to prioritise and work accurately to targets and deadlines
 - Good word processing and IT skills, including an ability to use an on-line computer system to interrogate and update data
 - Self-motivated, enthusiastic, and be able to deal with a heavy and varied workload
 - Be able to deal with difficult situations
 - Ability to maintain concentration in a busy environment
 - Work methodically, accurately and thoroughly, paying close attention to detail
 - Ability to remain calm and focussed under pressure.
 - Ability to learn, all legislation and guidance appropriate to the post
 - Ability to interpret, apply and explain all legislation and guidance appropriate to the post
 - Be able to work on own initiative and without the need to be closely supervised
 - Undertake confidential interviews, sometimes in difficult situations
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- Be committed to developing customer service skills for dealing with members of the public, both face-to-face, phone and email or letter.
 - Ability to deal effectively and courteously with members of the public, both face-to-face and by telephone, email or letter.

Other

- Ability to move around the district, including attending courts at which ever locations they are held
 - Potential for Home Working post, after a successful probation period.
 - The council is committed to safeguarding and promoting the welfare of all its residents specifically children and vulnerable adults. The council expects all its staff to have an understanding of Safeguarding and to share this commitment.
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