Revenues Officer

£19,238 to £24,717 per annum

Working 36.50 per week

10 Woodcock Street

Birmingham City Council is looking for Revenues Officers to deal with council tax and business rates accounts and deliver successful outcomes for customers and for the council.

This is an ideal opportunity for someone with experience of working with a wide range of stakeholders in supporting council tax and business rates.

Based in a modern hub working environment within the largest authority in the country, this is an exciting opportunity for a skilled individual to join the Customer Services Division as a Revenues Officer. You will work to targets and timescales to deliver prompt, accurate and efficient billing, collection and enforcement of council tax and business rates in accordance with legislation and City Council policies and procedures, As well as updating records, you will be dealing with complex correspondence and telephone calls, and offering advice and guidance to the rest of the team when required.

You will need

- experience and knowledge of local taxation law and practice
- excellent communication and customer service skills
- the ability to understand and clearly explain complex rules
- the ability to remain calm and polite with customers who may be angry or upset
- to work well as part of a team and on your own initiative
- to work to deadlines
- to work with a high degree of accuracy and attention to detail

Ref No: EC0672016

Closing date: 17th December 2016

A Disclosure and Barring Service (DBS) formerly CRB check will be undertaken

“Right to work in the UK documentation will be fully checked for all applicants. All non UK and non EU applicants are required to apply for a Certificate of Sponsorship from Birmingham City Council and must be approved by the UK Border Agency (UKBA) before any employment offer can be confirmed.”

“The City Council is currently consulting on potential changes to its terms and conditions (in line with its s.188 notice) which may have an impact on any contract of employment that is offered should the candidate be successful”
Economy Directorate

Job Description

Post: Revenues Officer
Salary/Grade: GR3

Division: Customer Services
Section: Revenues

Job Purpose

To take a leading role to ensure the prompt, accurate and efficient billing, collection and enforcement of Local Taxation charges, in accordance with legislation, City Council policies and procedures, and to meet required targets. This includes updating local taxation records, dealing with complex letters, telephone calls and processes, offering advice and guidance to the rest of the team when required.

Duties and Responsibilities

1. To advise colleagues on all queries of a technical and legislative nature, giving advice and guidance and dealing personally with difficult cases where necessary and by doing so ensuring that collection of Local Taxation Charges for the City Council is maximised.

2. To reply to complex correspondence including the update of Local Taxation records as appropriate.

3. To check and reconcile refunds.

4. To finalise and check, ready for authorisation, case papers for enforcement action such as committals, charging orders and insolvency.

5. To complete and submit the appropriate forms in insolvency proceedings.
6. To accurately maintain Local Taxation records, including update of valuation schedules, vacations and liability amendments.

7. Assist in the training of staff within the team

8. To work with managers and assist in achieving corporate objectives and to contribute to initiatives, including working on projects.

9. To apply all City Council and Departmental policies including Anti-Poverty, Customer Focus, Health and Safety and Managing Absence and policy and procedures on Disciplinary, Grievance and Harassment, and to promote, adhere to and implement the City Council’s policy of equality of opportunity within your section/division and within the department generally.

10. To ensure that all relevant information is communicated effectively to both the team and to managers including full participation in team meetings.

11. To assist in and make recommendations for the write-off of accounts in line with agreed policy, standing orders and procedure. To assist with the monitoring of performance of partners and agents, e.g. Bailiffs, Valuation Office Agency, Service Birmingham etc and resolve operational issues. Also to assist with the preparation of information for Cabinet and other member reports, Government returns and the City’s annual Tax Base.

12. To assist with the recruitment and selection staff.

13. To communicate, liaise and represent the Division, as necessary, with other sections and departments within the City Council and with outside organisations, other third parties, stakeholders and customers.

14. To take action on computer generated reports. To decide appropriate recovery action, where necessary, and to update and monitor the accounts.

15. To interview taxpayers as necessary, including attendance at Court to advise taxpayers and to make arrangements for them to pay.

16. Contribute to the City Councils Sustainability Strategy by being aware of the resources required to undertake this work and making sure that resources are not wasted and disposed of in a sustainable way.
17 Contribute to the City Councils Sustainability Strategy by being aware of the resources required to undertake this work and making sure that resources are not wasted and disposed of in a sustainable way.

18 To follow safe working practices and assist in the maintenance of good housekeeping standards in order to create a safe and healthy working environment.

OBSERVANCE OF THE CITY COUNCIL’S EQUAL OPPORTUNITIES POLICY WILL BE REQUIRED

19 SUPERVISION RECEIVED

20 SUPERVISING OFFICER JOB TITLE: Team Manager

21 LEVEL OF SUPERVISION

21.1. Regularly supervised with work checked by Supervisor

21.2 Left to work within established guidelines subject to scrutiny by Supervisor

21.3. Plan own work to ensure the meeting of defined objectives

22 SUPERVISION GIVEN (excludes those who are INDIRECTLY supervised ie through others)

23 SPECIAL CONDITIONS

Where the situation demands, and subject to appropriate consultation, you may be transferred to other duties commensurate with your grade, ability and experience.

The office base will be in accommodation allocated to the Resources Department the location of which is subject to change from time to time, with visits to other offices and organisations about the City as and when required.

A 36.5 hour working week with flexible hours is in operation. The office hours may be subject to adjustment as may be necessary having regard to the requirements of the service.
**Economy Directorate**

**Person Specification**

Post: Revenues Officer  
Salary/Grade: GR3

Division: Customer Services  
Section: Revenues

Method of Assessment (MOA) AF = Application Form; I = Interview;  
T = Test or Exercise; C = Certificate; P = Presentation.

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<th>CRITERIA</th>
<th>ESSENTIAL</th>
<th>M.O.A.</th>
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<tbody>
<tr>
<td><strong>Experience</strong></td>
<td>Experience and knowledge of local taxation law and practice. Experience of working under pressure to meet priorities. Experience of working in a busy office environment.</td>
<td>AF/I</td>
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<tr>
<td>Skills &amp; Ability (e.g. written communication skills, dealing with the public etc.)</td>
<td>Excellent written communications skills equivalent to GCSE standard. Organisational skills to meet priorities and deadlines. Ability to work as part of a team as well as on own initiative. To be computer literate and able to update and interrogate a number of applications and databases. Ability to work to tight deadlines within work programmes in line with requirements. The ability to consistently produce accurate work. Excellent verbal communication and customer service skills. Able to speak an appropriate standard of spoken English as covered by Part 7 of the Immigration Act (2016).</td>
<td>AF/I/T</td>
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<td>Training</td>
<td>Undertake training as and when required.</td>
<td>AF/I</td>
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All staff are expected to **understand** and be **committed** to Equal Opportunities in employment and service delivery.