

Job Title	Range	Development Route	Duties	Level A (Developing)	Level B (Practising)	Level C (Accomplished)
Revenues Officer (9874A)	Range 3	Experience and / or Professional Qualifications.	Contribute to the effective administration and collection of Council Tax and Business Rates in an efficient and effective manner and in accordance with all relevant legislation and regulations on behalf of Medway Council.	Required for this level (in addition to all previous levels, if applicable)	In addition to level A	In addition to levels A and B
				Qualifications <ul style="list-style-type: none"> Five GCSEs Grade 4 or above to include Maths and English. 	Qualifications <ul style="list-style-type: none"> Completed Money Guiders Foundation. 	Qualifications <ul style="list-style-type: none"> Working towards the Level 4 Institute of Revenues, Rating and Valuation Technician or a minimum of 3 years related and relevant experience
				Knowledge <ul style="list-style-type: none"> Basic understanding of the role of Council Tax and Business Rates. 	Knowledge <ul style="list-style-type: none"> Good understanding of the relevant legislation relating to the Council Tax and Business Rates systems and their administration. 	Knowledge <ul style="list-style-type: none"> Comprehensive understanding of the relevant legislation relating to the Council Tax and Business Rates systems and their administration.
				Experience <ul style="list-style-type: none"> Experience within a financial services environment such as Revenues or Benefits, payroll, account reconciliation or a similar office environment. Able to respond to customer complaints with some support. Some exposure to write off and refund cases, with guided support. With guidance, is able to provide advice related to Council Tax and/or business rates. 	Experience <ul style="list-style-type: none"> Deals with initial complaints and appeals for Council Tax/Business Rates cases. Independently maintains Council Tax/business rates accounts in regard to liabilities, discounts and exemptions. Able to use payment services and process direct debit rejections. Can independently assist in the preparation of cases for write off and refunds. Competent in providing advice concerning the administration of Council Tax and business rates and related legislation. 	Experience <ul style="list-style-type: none"> Minimum of 3 years experience within a Council Tax and Business Rates service within a local authority setting. Independently actions complex Council Tax or business rates queries related to reliefs provided within legislation and/or policy (i.e. Council Tax discretionary relief, care leaver discretionary relief, charitable rate relief). Independently able to deal with cases related to valuation including liaising with the Valuation Office Agency (or other relevant body for new and altered domestic or commercial properties) and the issuing of completion notices. Can prepare responses to more complex complaints and appeals for Council Tax/Business Rate cases under

						<p>supervision of the line manager.</p> <ul style="list-style-type: none"> • Provide advice on complex queries concerning the administration of Council Tax and business rates and related legislation.
				<p>Skills</p> <ul style="list-style-type: none"> • Proficient in the use of Microsoft packages including Word, Excel, Outlook and Teams. • Achieves set targets and deadlines through good planning and time management with support from line manager or mentor. • Guided and supported use of bespoke systems. 	<p>Skills</p> <ul style="list-style-type: none"> • Proficient in the use of the NEC Revenues and Benefits system, the NEC Document Management system and Payment Services. • Achieves set targets and deadlines, with minimal support from line manager. • Good communication skills and able to use own judgement to respond to difficult queries, presenting legislative information in an understandable way to a range of audiences. • Works unaided on all simple tasks with minimal support from manager or mentor and attempts more difficult and complex tasks with regular support from manager or mentor. • Can explain straightforward tasks to others, when required. 	<p>Skills</p> <ul style="list-style-type: none"> • Expert use of the NEC Revenues and Benefits system, the NEC Document Management system and Payment Services. • Achieves set targets and deadlines though independent planning and time management. • Excellent communication skills and able to present high level of legislative knowledge in an understandable way. • Prioritises multiple complex tasks independently and proactively schedules and actions regular tasks without intervention. • Can explain complex tasks to others and provide mentoring where required.
Visiting Officer	Range 3	Experience and / or Professional Qualifications.	Carry out property inspections and visits to ensure the accuracy of Council Tax and Business Rates records in an efficient and effective manner in accordance with all relevant legislation and procedures on behalf of Medway Council.	Required for this level (in addition to all previous levels, if applicable)	In addition to level A	In addition to levels A and B
				<p>Qualifications</p> <ul style="list-style-type: none"> • Five GCSEs Grade 4 or above to include Maths and English or equivalent applied knowledge through 12 months related and relevant experience. 	<p>Qualifications</p> <ul style="list-style-type: none"> • Completed Money Guiders Foundation. • Completed completion notice and conflict management training. 	<p>Qualifications</p>
				<p>Knowledge</p> <ul style="list-style-type: none"> • Basic understanding of the role of Council Tax and Business Rates. 	<p>Knowledge</p> <ul style="list-style-type: none"> • Good understanding of the relevant legislation relating to the Council Tax and Business Rates systems and their administration. 	<p>Knowledge</p> <ul style="list-style-type: none"> • Comprehensive understanding of the relevant legislation relating to the Council Tax and Business Rates systems and their administration.
				<p>Experience</p>	<p>Experience</p>	<p>Experience</p>

				<ul style="list-style-type: none"> • Experience within a local taxation, benefit, or similar office environment. • Experience in working directly with members of the public. • Some guided exposure to complaints and internal policies. • Attends visits with more senior officers. 	<ul style="list-style-type: none"> • Comprehensive experience in working with members of the public. • Effectively deals with complaints and conflict in accordance with internal policies and procedures with minimal support. • Completes visits/inspections for disabled banding reduction and uninhabitable property applications with minimal supervision. • Conducts visits to assist with making enquiries to trace absent liable parties in the collection of Council Tax and Business Rates with minimal supervision. • Conducts visits to commercial and domestic properties to ensure the accuracy of the council's records and reporting any change in circumstance and determining if discounts, exemptions, or reliefs have been awarded in accordance with the relevant legislation and internal policies with minimal supervision. • Monitors the construction of new domestic and commercial buildings in accordance with procedures with minimal supervision. • Independently manages the arrangement and records accurately the outcomes of visits/inspections. • Provides advice concerning the administration and legislation of Council Tax and Business Rates to members of the public and other Council officers. 	<ul style="list-style-type: none"> • Significant experience in working with members of the public. • Confidently able to deal with complaints and conflict independently. • Independently monitors the construction of new domestic and commercial buildings in accordance with procedures, and issues completion notices when required. • Assists with the recovery of Council Tax and Business Rates liabilities through the delivery of summonses or other documents.
				<p>Skills</p> <ul style="list-style-type: none"> • Proficient in the use of Microsoft packages including Word, Excel, Outlook and Teams. • Full driving licence driving valid for use in the UK and access to 	<p>Skills</p> <ul style="list-style-type: none"> • Proficient in the use of the NEC Revenues and Benefits system and the NEC Document Management system. • Works unaided on all simple tasks with minimal support 	<p>Skills</p> <ul style="list-style-type: none"> • Expert use of the NEC Revenues and Benefits system and the NEC Document Management system. • Achieves set targets and deadlines though independent

				<p>own transport for work purposes.</p> <ul style="list-style-type: none"> • Achieves set targets and deadlines through good planning and time management with support from line manager or mentor. • Can communicate effectively with members of the public using email, telephone or in person. 	<p>from manager or mentor and attempts more difficult and complex tasks with regular support from manager or mentor.</p> <ul style="list-style-type: none"> • Good communication skills, with ability to communicate with a wide range of residents using a variety of mediums. • Achieves set targets and deadlines, with minimal support from line manager. • Can explain straightforward tasks to others, when required. 	<p>planning and time management.</p> <ul style="list-style-type: none"> • Excellent standard of communication skills. • Prioritises multiple complex tasks independently and proactively schedules and actions regular tasks without intervention. • Can explain complex tasks to others and provide mentoring where required.
Senior Council Tax and Business Rates Officer (12955)	Range 4	Experience and Professional Qualifications.	<p>Contribute to the effective, and continuously improving, administration and collection service for Council Tax and Business Rates, in an efficient and effective manner and in accordance with all relevant legislation and regulations on behalf of Medway Council.</p> <p>Provide supervision, support and motivation to team members within the team as directed by the Council Tax and Business Rates Team Leader.</p>	Required for this level (in addition to all previous levels, if applicable)	In addition to level A	In addition to levels A and B
				<p>Qualifications</p> <ul style="list-style-type: none"> • Working towards the Level 4 Institute of Revenues, Rating and Valuation Technician or a minimum of 3 years related and relevant experience. • Completed Money Guiders Foundation. 	<p>Qualifications</p> <ul style="list-style-type: none"> • Completed Money Guiders tiers 1-3 (relevant modules). 	<p>Qualifications</p> <ul style="list-style-type: none"> • Completed Level 4 IRRV Technician (Revenues).
				<p>Knowledge</p> <ul style="list-style-type: none"> • Comprehensive working knowledge and understanding of the relevant legislation relating to the Council Tax and Business Rates systems and their administration. • Excellent knowledge of revenues and benefits systems. 	<p>Knowledge</p> <ul style="list-style-type: none"> • Broad understanding of Valuation Tribunal process in relation to appeals for Council Tax and Business Rates. • Good understanding of internal complaints processes. 	<p>Knowledge</p> <ul style="list-style-type: none"> • Comprehensive understanding of Valuation Tribunal process in relation to appeals for Council Tax and business rates. • Comprehensive understanding of internal complaints processes.
				<p>Experience</p> <ul style="list-style-type: none"> • Minimum of 3 years working within a revenues and benefits environment. • Can demonstrate involvement in the development of procedures. 	<p>Experience</p> <ul style="list-style-type: none"> • Attendance at complaint handlers' meetings. • Deals with preparation of more complex complaints and appeals under supervision of manager. • Independently assists in the preparation of cases for write-off and refunds. • Completes effective monitoring of the team to ensure a high standard of assessments and visits. • Development of process notes and procedural guidelines, 	<p>Experience</p> <ul style="list-style-type: none"> • Minimum of 5 years relevant experience including a minimum of 2 years within the Council Tax and Business Rates team at Medway. • Independently deals with complex complaints and appeals, attending Valuation Tribunal hearings as required. • Provide constructive and effective feedback to the team to ensure a high standard quality of assessments and visits are carried out.

					<ul style="list-style-type: none"> providing feedback to managers on improvements. • Experience of liaising with the Valuation Office agency in relation to new or altered properties and issue completion notices • Confidently able to manage and resolve write off cases • Can monitor workload productivity and quality within the team • Arranges the recovery of Council Tax and Business Rates liabilities through the delivery of summonses or other documents. • Monitoring of outstanding cases and compliance with procedures and agreed timescales. 	<ul style="list-style-type: none"> • Develops and implements new processes and/or procedures, with manager guidance, in relation to service improvements to ensure that collection is maximised.
				<p>Skills</p> <ul style="list-style-type: none"> • Expert use of the NEC Revenues and Benefits system, the NEC Document Management system and Payment Services. • Full driving licence driving valid for use in the UK and access to own transport for work purposes. • Able to support junior officers in completion of tasks and visits. 	<p>Skills</p> <ul style="list-style-type: none"> • Can complete quality checks and provide feedback to the team. • Able to provide effective training to other members of the team. • Developing use of coaching and mentoring skills to support others. 	<p>Skills</p> <ul style="list-style-type: none"> • Can provide feedback of quality checks constructively to Revenues Officers in the wider finance teams, to enable improvement in work quality. • Able to coach and mentor others to support team development. • Can deputise for Team Leader on resource issues when needed.
Council Tax and Business Rates Team Leader (16010)	Range 5	Experience and professional qualifications	Lead the Council Tax and Business Rates team, providing supervision, support and motivation to team members and actively contribute to the provision of an effective, and continuously improving, revenue collection service.	Required for this level (in addition to all previous levels, if applicable)	In addition to level A	In addition to levels A and B
				<p>Qualifications</p> <ul style="list-style-type: none"> • Level 4 IRRV Technician (Revenues) or a minimum of 5 years related and relevant experience. • Completed Money Guiders Foundation and tiers 1-3. 	<p>Qualifications</p> <ul style="list-style-type: none"> • Working towards Level 5 IRRV Diploma (Revenues) 	<p>Qualifications</p> <ul style="list-style-type: none"> • Level 5 IRRV Diploma (Revenues) I
				<p>Knowledge</p> <ul style="list-style-type: none"> • Comprehensive understanding of the relevant legislation and case law relating to the Council Tax and Business Rates systems 	<p>Knowledge</p> <ul style="list-style-type: none"> • Broad understanding of role of the Local Government and Social Care Ombudsman (LGSCO). 	<p>Knowledge</p> <ul style="list-style-type: none"> • Comprehensive knowledge of the role of the LGSCO and relevant focus reports. • Good understanding of the team budget.

				<ul style="list-style-type: none"> Detailed understanding of the Revenues and Benefits IT systems from a user perspective. 	<ul style="list-style-type: none"> Broad understanding of corporate priorities and relevant policies. Developing understanding of Medway Council's budget process. 	<ul style="list-style-type: none"> Broad understanding of the work undertaken within the wider Finance Team.
				<p>Experience</p> <ul style="list-style-type: none"> Experience of supervising a team within a Council Tax and business rates function. Experience of leading on the development and implementation of new process and procedures to improve efficiency. Support with the compliance of Valuation Tribunal outcomes. 	<p>Experience</p> <ul style="list-style-type: none"> Independently managing the team and all associated personnel requirements. With limited support, represent Medway Council at Valuation Tribunals. Attend Kent Revenues Group. Demonstrate compliance with outcomes of Valuation Tribunal decisions within given timescales. 	<p>Experience</p> <ul style="list-style-type: none"> Significant experience of managing a Council Tax and business rates team. Represent Medway Council at Valuation Tribunals independently. Attend FBI EMT in Service Manager's absence. Draft reports or presentations for senior officers as required. Complete all relevant Government returns.
				<p>Skills</p> <ul style="list-style-type: none"> Full driving licence driving valid for use in the UK and access to own transport for work purposes. Developing skills in dealing with written Valuation Tribunal submissions with manager guidance. Skilled coach and mentor for officers within the team. 	<p>Skills</p> <ul style="list-style-type: none"> Able to write Valuation Tribunal submissions independently. Developing presentation skills particularly with regard to Valuation Tribunals. Use of Integra Centros system for creating purchase orders and payment of invoices. Skilled time management, ensuring complaints and Valuation Tribunal paperwork are submitted within required timescales. 	<p>Skills</p> <ul style="list-style-type: none"> Well-developed presentation skills. Able to use Integra for managing budgets. Can learn from outcomes of Valuation Tribunals and implement positive procedure changes within the team. Contributes constructively to the development of service plans and targets. Able to deputise for Service Manager when needed.