

Job Description

Job title	Revenues Officer
Directorate	BUSINESS : Business Support
Division	Council Tax and Business Rates Team
Range	MPR 3
Reports to	Council Tax and Business Rates Team Leader

Main purpose of the job:

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.

Liaise with stakeholders in a way that promotes the [vision and values](#) of the Council.

Accountabilities and outcomes:

Update the council's Council Tax and Business Rates records to reflect changes in occupation, assessing any applications for discounts, exemptions, reliefs and Direct Debits, to ensure that accurate bills, reminders and summonses are issued and collection is maximised.

Assist in the preparation of cases for write-off and refunds to ensure accounts are accurately maintained.

Undertake training as identified by the line manager to maintain and develop knowledge in regard to Council Tax and Business Rates legislation and administration.

Provide advice concerning the administration and legislation of Council Tax and Business Rates to residents and other interested parties.

Liaise and correspond with Government Departments, including the Valuation Office Agency, other appropriate organisations and officers of the council.

To assist in ensuring that the Council Tax bases are maximised by preparing visit requests to enable building works to be inspected and completion notices issued as required.

Assist in the maintenance of the Valuation Lists in accordance with directions from the Valuation Office Agency and liaise with colleagues responsible for planning applications, street numbering and high street trader liaison as appropriate to ensure the accuracy of the Council's records.

At the discretion of the Head of Service, such other activities as may from time to time be agreed consistent with the nature of the job described above.

Key Corporate Accountabilities:

To work with colleagues to achieve service plan objectives and targets.

To understand and actively keep up to date with GDPR responsibilities, including completing regular refresher training.

Safeguarding is everyone's responsibility: all employees are required to act in such a way that safeguards the health and well-being of children and vulnerable adults.

To participate in the Performance Appraisal process and contribute to the identification of own and team development needs utilising the Career Development Framework.

To actively promote the Council's Fair Access, Diversity and Inclusion Policy and observe the standard of conduct which prevents discrimination taking place.

To ensure full compliance with the Health and Safety at Work Act 1974, the Council's Health and Safety Policy and all locally agreed safe methods of work.

To fully understand and be aware of the commitment to the duty under Section 17 of the Crime and Disorder Act 1998 to prevent crime and disorder.

Promote the Medway Carbon Neutral by 2050 commitment; supporting the Council action plan to ensure we play our part in addressing the climate emergency.

Organisation:

This role reports to the Council tax and Business Rates Team Leader.

The post holder will not be required to line manage others but may be required to direct, coordinate or train other employees.

The post holder will be required to liaise with all stakeholders both internal and external to the organisation.

Working Style:

HYBRID - a flexible working arrangement whereby an employee can undertake their work either in the office and/or partially or mainly from home on a temporary or permanent basis.

Person Specification

All criteria at level A are considered essential unless stated otherwise.

Qualifications

Level A

- Five GCSEs Grade 4 or above to include Maths and English.

Level B (in addition)

- Completed Money Guiders Foundation

Level C (in addition)

- Working towards the Level 4 Institute of Revenues, Rating and Valuation Technician or a minimum of 3 years related and relevant experience.
-

Knowledge

Level A

- Basic understanding of the role of Council Tax and Business Rates.

Level B (in addition)

- Good understanding of the relevant legislation relating to the Council Tax and Business Rates systems and their administration.

Level C (in addition)

- Comprehensive understanding of the relevant legislation relating to the Council Tax and Business Rates systems and their administration.
-

Experience

Level A

- 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.

Level B (in addition)

- 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 refund.



- Competent in providing advice concerning the administration of Council Tax and business rates and related legislation.

Level C (in addition)

- 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 policies (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 supervision of the line manager.
- Provide advice on complex queries concerning the administration of Council Tax and Business Rates and related legislation.

Skills

Level A

- 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.

Level B (in addition)

- Proficient 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.
- 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.

Level C (in addition)

- 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 a 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.