



JOB DESCRIPTION	
Job Title	Revenues Officer - Council Tax
Portfolio	Governance
Reports to	Team Manager – Council Tax & Business Rates
Location	Ty Dewi Sant, St Davids Park, Ewloe
Job Reference/ID Number	70000000929
Job Purpose	
Responsible for the billing and collection of Local Taxation in accordance with statutory legislation ensuring service users are treated consistently and fairly whilst optimising revenue collection.	

Principal Accountabilities
Consider and determine liability, awarding appropriate reductions, in accordance with relevant legislation and Council policy, to maximise revenue due to the Council. To prepare and verify changes to liability in order to ensure timely and accurate billing. To provide comprehensive advice and guidance to service users through a range of channels including telephone, face to face, home visits etc in relation to Local Taxation matters, including promoting and receipting payments via the Council's preferred payment methods and signposting to other agencies. To effect preliminary recovery action, up to and including post liability order, in relation to Local Taxation. To case manage complex recovery cases, evaluating and identifying the most appropriate course of action including charging orders, forced sale or bankruptcy, ensuring evidence is collected and presented, relevant applications are completed accurately and timely, and liaising with external legal providers to ensure successful outcomes. To consider and adjudicate on issues of dispute relating to liability, documenting considerations and reasons for decisions. To maintain an accurate valuation list to ensure accurate billing. To prevent and identify potential fraud and to refer appropriate cases for further investigation and conduct relevant account changes arising from any investigation. To undertake or to facilitate/provide training support of self and colleagues to ensure the business knowledge requirements are maintained and developed as directed by the Operational Manager or Corporate Training initiatives. To undertake any other duties commensurate with the grade of the position, as directed by management at Council premises, client home or via home based working as deemed appropriate

for the duties assigned.

To undertake all duties in a manner to safeguard the interests of self, colleagues and the Council having due regard for your personal responsibilities as conveyed by governing legislation and relevant Council Policies and Codes of Conduct. Examples include Health and Safety at Work, Data Protection and the ICT Security Policy. (All policies are held and maintained via the Council's Infonet and accessible to all employees).

Supervision/Management of People

Nil

Employment Checks/Specific Requirement i.e. DBS

Not applicable

Special Working Conditions

Nil

Person Specification

The person specification sets out the skill, knowledge and experience that are considered to be necessary to perform the role and will be used in short-listing both at application and interview stage. It is therefore important that you demonstrate on your application how you meet all of the essential requirements.

Academic/ Professional Qualification

Essential / Desirable

How this will be assessed?

Educated to GCSE level or equivalent level of competence with passes at C grade or above in English or Welsh and Mathematics.

Essential

Application form

IRRV NVQ level 3 Qualification in Local Taxation or will be required to achieve within 12 months of appointment

Essential

Application form

Knowledge and Experience

The postholder is responsible for the day-to-day administration and collection of Council Tax and Business Rates to determine liability, administer discounts and exemptions and recover unpaid balances in accordance with legislation.

Essential

Application
form/Interview

A good working knowledge of Council Tax, Business Rates and other debt enforcement, the postholder will have gained experience in all aspects of local taxation and/or debt recovery, especially in the collection of debts.

Essential

Application
form/Interview

Personal qualities must include good communication skills with the ability to prioritise own tasks and to work with a minimum of supervision often to strict deadlines. The job holder must have a flexible approach to work

Essential

Application
form/Interview

duties and be enthusiastic, conscientious, diplomatic and logical in their approach to the position. Having the ability to deal with difficult situations and cope well with pressures are also important attributes for this role.		
Extensive experience of working in a Revenues environment with a sound working knowledge of local taxation recovery	Essential	Application form/Interview
Have a detailed knowledge of local taxation regulations and debt collection procedures	Essential	Application form/Interview
Extensive experience of working with local taxation and/or sundry debtor computer systems	Desirable	Application form
Skills		
An ability to influence and negotiate effectively for local taxation debts.	Essential	Application form/Interview
Have proven experience in dealing with conflict resolution finding an outcome to suit both parties.	Essential	Application form/Interview
Skills to oversee difficult debt cases with the ability to identify signs of vulnerability and achieve sensible payment outcomes for customers and the Council.	Essential	Application form/Interview
Good understanding of standard Windows based software packages.	Essential	Application form/Interview
An understanding of the GDPR legislation and working with confidential documentation.	Essential	Application form/Interview
Be able to provide advice to others, from routine to complex in a manner that each customer can understand.	Essential	Application form/Interview
Be able to apply local taxation legislation, regulations to determine liability and award discount and exemptions from local taxes.	Essential	Application form/Interview
Able to adopt a very flexible approach to working arrangements which may, from time to time, include working outside of normal business hours to meet service needs or occasionally working agile (from home or other locations).	Essential	Application form/Interview
Possess an ability to use tact and sensitivity to communicate with customers who face financial difficulties or who approach the Council for guidance and advice.	Essential	Application form/Interview
The ability to communicate fluently with service users in the medium of the Welsh language.	Desirable	Application form/Interview
Flintshire County Council Core Behavioral Competencies	Essential	How this will be assessed?
Customer First: Understand our customers (internal and external) and deliver high quality services to meet and exceed their expectation.	Essential	Application/Interview
Working Smarter:	Essential	Application/Interview

Being clear about what you are expected to deliver in your job and have the skills, motivation, enthusiasm and commitment to work effectively.		
Working Together/Partnership: Building and maintaining positive relationships in order to deliver better services for our customers and employees.	Essential	Application/Interview
Communication: Ensuring we understand each other, respect each other express and share ideas and information clearly.	Essential	Application/Interview
Change: Adapting to change and introducing better ways of doing things, through generating ideas and seeking out the best way to deliver our service.	Essential	Application/Interview
Leading and Managing: Leads and motivates self and others to continually improve performance.	Essential	Application/Interview