



Coventry City Council

Job Description

Job Title: Revenues Assistant

Job Number:

Service: Revenues & Benefits

Post Number:

Location: One Friargate

Grade: 3

Job Purpose:

Undertake administrative tasks necessary to determine liability and to collect and recover Council Tax or administer and collect Business Rates in accordance with legislative and procedural frameworks.

Our values:

We expect everyone who works for us to be committed to our One Coventry values and to share our commitment to becoming a more diverse and inclusive organisation.

Main Duties and Responsibilities:

1. You will provide support to the Council Tax team by way of identifying liability, making decisions, monitoring data, updating the computer system and then maintaining information.
2. Council Tax specific duties:
 - a) Inform the Valuation Office of changes, make changes to the Valuation List – raise new and amend or delete existing domestic properties
 - b) Change occupation details for social landlords
 - c) Assess customer entitlement to discounts and exemptions
 - d) Issue bills and payment documents in accordance with legislation
 - e) Refer cases to the Enforcement Team where appropriate
 - f) Support officers on the team
3. Comply with the standards of behaviour detailed in the corporate and local Office Standards Policy
4. Liaise with other sections and departments of the City Council, and other external bodies and agencies.
5. Contribute to the maintenance of effective office procedures, including document management and workflow systems.
6. Demonstrate the flexibility to adapt to changing priorities that affect daily, weekly, monthly and annual work schedules. Provide statistical, financial and work analysis to Managers as requested.

7. Provide a service to Council Tax and Business Rates customers, by answering enquiries by telephone, in writing (including email), and face to face, always maintaining a high level of commitment to the City Council's Customer Care Strategy
8. Any other duties and responsibilities within the range of the salary grade.

The post holder must comply with Coventry City Council's health and safety policy and in particular is required:-

- To take reasonable care for their own health and safety at work and of those who may be affected by their actions or by their omissions
- To cooperate with their line manager and senior management, to work safely, to comply with health and safety instructions and information and undertake appropriate health and safety training as required
- Not to intentionally or recklessly interfere with or misuse anything provided in the interests of health, safety and welfare
- To report to their manager any health and safety concerns, hazardous condition or defect in the health and safety arrangements.

Any further Health and Safety responsibilities relevant to this post will be set out in the offer letter and Written Statement of Particulars

The post holder must comply with the Interagency procedures of the Safeguarding Boards and Coventry City Council's policies for safeguarding children and safeguarding adults and in particular is required:-

- To ensure they are aware of the signs that may suggest a child or vulnerable adult is being abused or neglected
- To report to their manager, or other appropriate manager, any concerns they may have that suggest that a child or vulnerable adult may be being abused or neglected immediately

Any further Safeguarding Board responsibilities relevant to this post will be set out in the offer letter and Written Statement of Particulars

Post holders will be accountable for carrying out all duties and responsibilities with due regard to the City Council's Workforce Diversity and Inclusion Policy.

Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines.

Responsible to: Revenues Team Manager

Date Reviewed: August 2022



Coventry City Council

Person Specification

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		Post Number:	
Service:	Revenues & Benefits	Grade:	3
Location:	One Friargate		

Area	Description
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Knowledge:	<ul style="list-style-type: none"> • Knowledge of Council Tax and/or Business Rates legislation
	<ul style="list-style-type: none"> • Good understanding of principles and practice of performance management and continuous service improvement in a complex service
	<ul style="list-style-type: none"> • An understanding of and commitment to equal opportunities and its application to the job

Skills and Abilities:	<ul style="list-style-type: none"> • Developed communication skills – written and oral
	<ul style="list-style-type: none"> • Ability to understand and interpret legislation and technical information
	<ul style="list-style-type: none"> • Problem solving skills
	<ul style="list-style-type: none"> • Computer literate
	<ul style="list-style-type: none"> • Excellent planning and organisational skills
	<ul style="list-style-type: none"> • Able to prioritise and meet deadlines

Experience:	<ul style="list-style-type: none"> • Experience of working in a Revenues environment
	<ul style="list-style-type: none"> • Experience of working to tight deadlines
	<ul style="list-style-type: none"> • Experience of the use of a document management system (Enterprise ideally)

Educational:	<ul style="list-style-type: none"> • Good standard of general education

Special Requirements:	This post is exempted under the Rehabilitation of Offenders Act 1974 and as such appointment to this post will be conditional upon the receipt of a satisfactory response to a check of police records via Disclosure and Barring Service (DBS).
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Date Reviewed:

Updated: August 2022