

Job Description and Person Specification

Role: Revenues Training Officer



Job Description

Job Title	Revenues Training Officer
Grade	6
Service	Revenues and Benefits
Reports to	Council Tax and Business Rates Manager
Location	Friargate
Job Evaluation Code	



About Coventry City Council

Who we are: At Coventry City Council we are dedicated to making a positive difference to the services we deliver to the diverse citizens of Coventry. The work we do improves people's lives – from helping them into work to providing clean and green places to live, to keeping people safe and protected.

As a Coventry City Council employee, you have our ongoing commitment to your growth and development with opportunities to work across multiple service areas including customer contact, public health prevention and education and skills, adults and children's services and provide support for the most vulnerable.

Our aim is simple – to be globally connected, locally committed, deliver our priorities with fewer resources whilst effectively managing our performance and measuring our progress.

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:



About the Service your team will provide

Purpose of the role

To provide technical expertise, information, guidance, and training in all aspects of Council Tax and Business Rates, in accordance with the Local Government Finance Acts and subsequent Regulations, or as amended by statute. Act as Senior User for all Council Tax and Business Rates I.T. Systems and provide guidance and training to all staff.

Main Duties & Key Accountabilities

Core Knowledge

1. Be responsible for, and contribute to, the development and delivery of an effective training and mentoring programme within the Local Tax Service, ensuring all training is in line with Government Regulations and Local procedures.
2. Design, develop and deliver training courses to NVQ standards, to meet identified training needs for each area of the Local Tax Service and ensure that all training is evaluated, and any follow up action is carried out.
3. Ensure continual development of the 'New Starter's' training programme, including induction and guidance on corporate policies.
4. Liaise with individual Managers on staff they are responsible for, on their performance in training and identify any issues that arise.
5. Ensure individual training records are kept up to date by liaising with the Policy and Project Manager.
6. Be responsible for and undertake the interpretation of Council Tax and Business Rates Regulations, maintain an up-to-date knowledge of the relevant legislation and case law to relate it to specific cases and provide training and guidance to Revenues staff.

7. Be responsible for the research, development, and implementation of changes to computerised systems, working practices, procedures, written notification and provide staff training due to any amendments in policy and legislative changes. Ensure all relevant departments are informed of these changes, including external partners, and arrange and carry out training, as appropriate.
8. Be responsible for and carry out the development, production and updating of the Council Tax and Business Rates procedure manual to incorporate any changes to procedures and working practices and ensure these are communicated to all staff.
9. Provide advice and guidance to all Revenues staff and deal personally with the more complex, sensitive, or delicate cases, where technical expertise is required.
10. Research, prepare and supply reports, statistics etc, as required, for the completion of QRC and NOR statistical returns, performance indicators to be used by the Head of Revenues and Benefits, and Senior Management Team.
11. Liaise with and arrange and deliver training to organisations such as Landlords, Housing Associations, Community Associations, Businesses and Advice services to discuss policy issues and promote the work of the Revenues service.
12. Liaise with other departments of the City Council, other bodies, and agencies such as DLUHC, VOA, advice agencies and individuals on procedural and operational issues, to ensure the provision of a high-quality service to its customers within the legislative framework.
13. Assist the Policy and Project Manager to organise and co-ordinate regular customer surveys to determine levels of satisfaction with various aspects of the service and to encourage suggestions to improve the service further.
14. To act as Senior User for all Council Tax and Business Rates I.T systems, including the EDMS system, to set and review security levels, access, parameters, and permissions.

15. Maintain and improve the existing computerised systems and, in conjunction with IT suppliers, investigate, design, implement and develop any future computerised systems to increase the operational efficiency of the section and enable effective monitoring to be undertaken.
16. Be responsible for and carry out the development, production and updating of the Council Tax and Business Rates Systems procedure manual to incorporate any changes to the computer systems and working practices and ensure these are communicated to all staff and arrange and deliver training where necessary.
17. Test and implement changes, improvements and enhancements to the systems including correspondence, templates, and document types.
18. Be first point of contact for all Revenues staff reporting systems problems and work with users to identify faults, bugs, and technical discrepancies, solving where possible and liaise with the authority's system support team and software suppliers to resolve.
19. Carry out training for all staff on new and amended processes within the Council Tax and Business Rates I.T. systems. Identify any specific training needs and liaise with relevant managers to ensure these are addressed.
20. Develop and generate system reports to assist the senior management team in maintaining quality and performance.
21. Establish and maintain relationships with internal and external bodies, attend user groups and monitor Service Level Agreement's
22. Monitor and check the work of the section on a basis determined in conjunction with Head of Service. Identify and investigate discrepancies and identify improvements and put into operation procedures to remedy these faults.
23. Correspond with and interview customers, MPs, Councillors, and all other interested parties in a clear and accurate manner in response to general and more complex enquiries requiring technical input.
24. To take responsibility for an individual specialist area and to have a working knowledge of each individual technical area to appreciate the impact individual projects may have and provide cover when required.
25. Assist when required, in the processing and recording of appeals from customers or their representatives under the relevant

Regulation, using own discretion, to take the appropriate action. Research and compile accurate information and represent the Local Authority at the Valuation Tribunal hearing.

26. Any other duties and responsibilities within the range of the salary grade.

Key relationships

External Local Authorities IRRV Capita Enforcement Agents Council Tax and Business Rates customers Other external stakeholders	Internal Customer Services ICT Control Team System Support Team Other internal stakeholders
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Standard information

Post holders will be accountable for carrying out all duties and responsibilities with due regard to Code of Conduct, Safeguarding, Health & Safety and the City Council's Workforce Diversity and Inclusion Policies.

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

Smoke Free

The City Council is Smoke - Free. Smoking is not permitted on any of our premises or the surrounding land including car parking facilities.

Training

The postholder must attend any training that is identified as mandatory to their role.

Staff managed by postholder: N/A

Person specification

Job Evaluation Code	
Knowledge	
Of a range of training and development tools, including training needs analysis, programme design and direct Interview delivery.	
Detailed knowledge of Council Tax and Business Rates Tax legislation	
Awareness of current developments within Revenues	
Working knowledge of performance management Framework	
A good working knowledge of Council Tax and Business Rates IT Systems e.g., Academy and Enterprise EDMS general P.C. applications	
Managing Diversity and its application to the Training Interview environment.	
Skills and Abilities	
Effective communication Skills, verbal, written and presentational at all levels and ability to explain legislation and case history clearly, also listening, and questioning skills.	
Able to undertake research, plan and formulate procedural guidance.	
Effective influencing and negotiating skills to achieve positive outcomes	
Self-Management Skills - to be able to set own priorities and meet agreed targets	
A high level of computer literacy	
Experience	
2 years' experience of delivering training in a revenue's environment in a one to one and group basis.	
A working Knowledge of Revenues and Benefits	
Experience of reading and interpreting legislation	
Experience of resolving I.T. problems	
Experience of developing systems	
Qualifications	
Good standard of general education, in particular a good standard of spoken and written English	

IRRV Technician or equivalent experience
Special Requirements
Willingness to work non-standard hours on occasions such as system testing.

Date Created	30 May 2023	Date Reviewed	
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