

## Job Description and Person Specification

### Revenue Officer

| Job Details         |                     |
|---------------------|---------------------|
| Grade               | GRD4                |
| Service             | Revenues & Benefits |
| Location            | City Wide           |
| Job Evaluation Code | P1004D              |

| About Coventry City Council                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
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| <p>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:</p> <p><b>Open and fair:</b> We are open, fair and transparent.</p> <p><b>Nurture and develop:</b> We encourage a culture where everyone is supported to do and be the best they can be.</p> <p><b>Engage and empower:</b> We engage with our residents and empower our employees to enable them to do the right thing.</p> <p><b>Create and innovate:</b> We embrace new ways of working to continuously improve the services we offer.</p> <p><b>Own and be accountable:</b> We work together to make the right decisions and deliver the best services for our residents.</p> <p><b>Value and respect:</b> We put diversity and inclusion at the heart of all we do.</p> |

| Job Purpose                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
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| <p>As a Revenue Officer, you will manage the financial assets of the Council, ensuring the accurate assessment and efficient recovery of due revenues. Your expertise in legislation, local authority protocols, and performance management will help in delivering a service that meets statutory requirements and improvement goals. You will utilise your communication and problem-solving skills to support the Council's commitment to equality and inclusivity while maintaining high customer service standards.</p> |

| Main Duties & Key Accountabilities |
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| Providing front-line customer service for both general and complex enquiries, ensuring timely and appropriate responses                                  |
| Utilising discretion within established guidelines to manage correspondence and follow-up actions as necessary                                           |
| Maintaining and monitoring relevant information for liability purposes, adhering to operational standards                                                |
| Overseeing the recovery and collection of debts, coordinating with collection agents, and identifying vulnerable cases to prevent undue recovery actions |
| Offering advice on money management and welfare benefits, recognising hardship cases for managerial referral                                             |
| Recommending account write-offs when justified, managing summons and recovery actions in line with policy                                                |
| Collaborating with various departments and external agencies to facilitate effective service delivery and information exchange                           |
| Generating and providing reports on statistical, financial, and work analysis to managers upon request                                                   |
| Investigating disputes and appeals related to liability or recovery, and responding accordingly                                                          |
| Keeping abreast of relevant legislation, policies, and guidelines, applying this knowledge to case work                                                  |
| Contributing to office procedure efficiency, supporting system maintenance, and assisting with staff training and customer service as required           |

### Key Relationships

External:

Internal:

### 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.
- attending any training and undertaking any development activities that are identified as mandatory/beneficial to their role.

- any other duties and responsibilities within the range of the salary grade.

### Responsible for

## Person Specification

### Requirements

#### Knowledge

Possess comprehensive knowledge of relevant legislation, local authority protocols, government performance indicators, and statutory requirements

Have a good understanding of performance management principles and practices, with a commitment to continuous service improvement in complex services

Be aware of equal opportunities principles and their application within the role

#### Skills And Ability

Have developed communication skills, both written and verbal, to effectively convey complex information

Be able to understand and interpret changing legislation and technical information

Possess problem-solving skills and be computer literate, with proficiency in Word and Excel

Have excellent planning and organisational skills, with the ability to prioritise tasks and meet deadlines

Possess negotiation and investigative skills, and be able to work collaboratively in a team within a high-pressure environment

#### Experience

Be experienced in identifying technological solutions to enhance service delivery

|               |                                                                                            |
|---------------|--------------------------------------------------------------------------------------------|
|               | Be experienced in a revenues environment with a track record of working to tight deadlines |
|               | Have experience with electronic document management and workflow systems                   |
| Qualification | Have a good standard of general education, particularly in spoken and written English      |