



Coventry City Council

Job Description

Job Title:	Revenues Training Officer	Job Number:	
Service:	Revenues and Benefits	Post Number:	
Location:	Friargate	Grade:	6

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.

Job Purpose:

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 and Responsibilities:

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 in order 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 DHULC, 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 Division's 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 authorities 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 and 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

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 for:

Responsible to: Council Tax and Business Rates Manager

Date Reviewed: 2 March 2015

Updated: 10 March 2022



Coventry City Council

Person Specification

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Location:	Friargate	Grade:	6

Area	Description
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Knowledge:	<ul style="list-style-type: none"> Of a range of training and development tools, including training needs analysis, programme design and direct Interview delivery.
	<ul style="list-style-type: none"> Detailed knowledge of Council Tax and Business Rates Tax legislation
	<ul style="list-style-type: none"> Awareness of current developments within Local Tax
	<ul style="list-style-type: none"> Working knowledge of performance management Framework
	<ul style="list-style-type: none"> A good working knowledge of Council Tax and Business Rates IT Systems e.g. Academy and Enterprise EDMS general P.C. applications
	<ul style="list-style-type: none"> Managing Diversity and its application to the Training Interview environment.

Skills and Abilities:	<ul style="list-style-type: none"> Effective communication Skills, verbal, written and presentational at all levels and ability to explain legislation and case history clearly, also listening and questioning skills.
	<ul style="list-style-type: none"> Able to undertake research, plan and formulate procedural guidance.
	<ul style="list-style-type: none"> Effective influencing and negotiating skills to achieve positive outcomes
	<ul style="list-style-type: none"> Self Management Skills - to be able to set own priorities
	<ul style="list-style-type: none"> and meet agreed targets
	<ul style="list-style-type: none"> A high level of computer literacy

Experience:	<ul style="list-style-type: none"> 2 years experience of delivering training in a revenues environment in a one to one and group basis.
	<ul style="list-style-type: none"> A working Knowledge of Revenues and Benefits
	<ul style="list-style-type: none"> Experience of reading and interpreting legislation
	<ul style="list-style-type: none"> Experience of resolving I.T. problems
	<ul style="list-style-type: none"> Experience of developing systems

Educational:	<ul style="list-style-type: none"> Good Standard of general education, in particular a good standard of spoken and written English
	<ul style="list-style-type: none"> IRRV Technician or equivalent experience
	<ul style="list-style-type: none">
	<ul style="list-style-type: none">



Coventry City Council

..... Directorate
Human Resources

Special Requirements:	<p>Willingness to work non-standard hours on occasions such as system testing.</p> <p>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).</p>
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