

Job Description and Person Specification

Job Title: Revenues Officer



Job Description

Job Title	Revenues Officer
Grade	4
Service	Revenues and Benefits
Reports to	Revenues Team Manager
Location	One 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 a high quality, customer focussed service, undertaking the tasks necessary to determine liability, collection, and recovery for all charges due to the Council in accordance with legislative and procedural frameworks and the requirements, procedures, and policies of the service

Main Duties & Key Accountabilities

Core Knowledge

- Provide a front-line service to the public with general and more complex enquiries.
- Use own discretion, within broad guidelines, to reply to letters, emails and phone calls and take appropriate follow up action when required.
- Responsible for obtaining, maintaining, and monitoring all relevant information for the purposes of liability in line with operational standards.
- Responsible for obtaining, maintaining, and monitoring recovery and collection of all debts due to the Council in line with operational standards. Refer cases to collection agents and liaise on any enquiries. Identify vulnerable cases promptly reducing the likelihood of taking recovery action.
- Provide guidance and advice relating to money management, welfare benefits including entitlement to Benefits/Relief/Exemptions. Identify hardship cases and refer to Manager for advice.
- Recommend accounts for write off in appropriate cases in line with policies and withdraw summons and costs, suppressing recovery action where necessary and update all computer systems.
- Liaise with other departments of the City Council, other bodies, and agencies, such as Benefits, Works and Pensions, Inland Revenue, Fraud, external bailiffs, collection agents, tracing agencies and Insolvency practitioners.
- Be able to work with shifting priorities in accordance with daily, weekly, monthly, and annual work schedules.
- Provide statistical, financial, and work analysis to Managers as requested.
- Identify, investigate, and respond on any disputes/appeals against liability or recovery processes.

- Follow up suspicious or fraudulent claims for discounts or exemptions.
- Maintain an up-to-date knowledge of relevant legislation, case law, Council policies and Divisional guidelines through communication, training, advice and guidance from Revenue Managers and apply this knowledge to specific cases.
- Contribute to the maintenance of effective office procedures, including document management and workflow system and design of forms and documents.
- Identify and report faults on the computer system.
- Assist with the training of new staff and provide guidance and support to less experienced staff.
- Assist on the Revenues Customer Service Enquiry Team as directed.
- Comply with the Revenues Office Standards and code of conduct documents
- Any other duties and responsibilities within the range of the salary grade.

Key relationships

External	Internal
General Public Letting Agencies/Solicitors Enforcement Agencies	Benefits Department Customer Services Enforcement

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.

Responsible for:

Staff managed by postholder:

Person specification

Job Evaluation Code	R482582949/050396
Knowledge	
• Knowledge of relevant Revenue legislation	
• Awareness of local authority protocols	
• Knowledge of government performance indicators and statutory requirements	
• Good understanding of the principles and practice of performance management and continuous service improvement in a complex service	
• An understanding and commitment to equal opportunities and its application to the job	
Skills and Abilities	
• Developed written and verbal communication skills	
• Ability to understand and interpret constantly changing legislation and technical information	
• Problem solving skills	
• Computer literate. Experienced in the use of Outlook, Word, Excel and able to identify technological solutions to improve the service	
• Excellent planning and organisational skills	
• Ability to work as part of a team in a busy and pressurised environment	
• Able to prioritise and meet deadlines	
• Negotiation and investigative skills	
Experience	
• At least 2 years' experience within a Revenue's environment (desirable)	
• Experience of working and delivering to tight deadlines	
• The use of electronic document management and workflow systems (Enterprise would be desirable)	

Qualifications
<ul style="list-style-type: none"> • Good standard of general education, in particular a good standard of spoken and written English
Special Requirements
<ul style="list-style-type: none"> • 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).

Date Created	February 2023	Date Reviewed	January 2024
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