



## Job Description and Person Specification

### Senior Revenues Officer

Job Details	
Grade	GRD5
Service	Revenues & Benefits
Location	City Wide
Job Evaluation Code	P1601D

#### About Coventry City Council

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:

**Open and fair:** We are open, fair and transparent.

**Nurture and develop:** We encourage a culture where everyone is supported to do and be the best they can be.

**Engage and empower:** We engage with our residents and empower our employees to enable them to do the right thing.

**Create and innovate:** We embrace new ways of working to continuously improve the services we offer.

**Own and be accountable:** We work together to make the right decisions and deliver the best services for our residents.

**Value and respect:** We put diversity and inclusion at the heart of all we do.

#### Job Purpose

To conduct quality checks on the processing, call handling and administration of council tax, business rates, corporate income and housing benefit overpayments.

Administer council tax, business rates and corporate income accounts and deal with complex cases and queries.

To provide support in the day to day management of the service and to deputise for the Team Manager in their absence.

#### Main Duties & Key Accountabilities

Maintaining an up to date knowledge of council tax and business rates legislation and other Revenues functions.

Administering council tax, business rates, corporate income and housing benefit overpayment accounts.
Performing quality assurance checks and record outcomes.
Allocating work , coordinating rota's and ensuring daily operational priorities are met.
Providing statistical information for management.
Assisting with training and mentoring of new and existing officers, providing advice and guidance in the event of legislative changes.
Responding to escalations and complaints.
Providing advice and guidance on complex cases.
Assisting the Revenues Management team in shaping efficient and effective policies to achieve the service plan.
Deputising for managers in their absence.

Key Relationships	
External:	
Internal:	

Standard Information
<p>Post holders will be accountable for</p> <ul style="list-style-type: none"> <li>● carrying out all duties and responsibilities with due regard to Code of Conduct, Safeguarding, Health &amp; 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.</li> <li>● attending any training and undertaking any development activities that are identified as mandatory/beneficial to their role.</li> <li>● any other duties and responsibilities within the range of the salary grade.</li> </ul>

Responsible for

## Person Specification

Requirements	
Knowledge	Possess knowledge of council tax and business rates systems and legislation, and other Revenues functions..
	Possess knowledge of the principles and practice of performance management and continuous service improvement.
Skills And Ability	Demonstrate management techniques
	Possess excellent verbal, written, numerical and ICT skills.
	Possess analytical skills particularly with regard to figures and statistics.
	Possess the ability to organise and prioritise your workload to meet your targets.
	Possess the ability to work with minimal supervision.
	Possess the ability to present information.
	Possess excellent communication skills.
	Possess the ability to train, mentor and develop colleagues.
Experience	Have experience of working within a revenues environment.
	Have experience of mentoring and supporting people.
	Experience of communicating effectively.