

Job Description and Person Specification

Role: Revenues Inspector



Job Description

Job Title	Revenues Inspector
Grade	5
Service	Revenues and Benefits
Reports to	Revenues 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 and commercial focussed service in accordance with legislative, procedural and policy frameworks.

To visit domestic and commercial properties within the city that are empty; in receipt of certain exemptions or discounts or are uninhabitable to confirm their status; obtain information about new liabilities and changes in addresses. Identify new developments and monitor progress for inclusion in the Valuation list.

Main Duties & Key Accountabilities

Core Knowledge

- 1. Provide a front line service to Council Tax and Business Rates customers predominantly by interview and or phone.**
- 2. Interview Council Tax and or Business Ratepayers to inform them of their liability, advise of any entitlement to exemptions, reliefs and benefits, particularly in the more complex, sensitive and delicate cases.**
- 3. Complete or leave prepared documents for further information with occupiers/owners as necessary, monitor cases and ensure follow up action is taken where appropriate.**
- 4. Work within personal and collective targets. Prioritise and organise your own workload to meet deadlines.**
- 5. Plan the routes of your daily visits to ensure value for money on mileage claims and input your car mileage through global expense.**
- 6. Undertake inspections and monitor progress of all types of property, including those being built, demolished and under alteration, to establish their condition, state, occupation and usage. Send your results direct to the Valuation Office Agency.**
- 7. Issue completion notices in order that appropriate charges can be levied and provide information to**

Valuation Office to decide if amendments need to be made to the Valuation List.

8. Liaise with the Valuation Agency, other departments of the City Council, other bodies and agencies and individuals to gather information to ensure the Valuation List is properly maintained. Monitor and ensure any follow up action is carried out.

9. Arrange to contact customers by telephone, letter or personal interview to resolve enquiries.

10. Serve legal documents on debtors such as statutory demands for insolvency cases.

11. Work outside normal office hours when required to meet the requirements and responsibilities of the post.

12. Use on – line computer system to input changes to customer’s accounts, for example changes in liability, the setting up of payment arrangements, granting discounts and exemptions.

13. Contact the council's external Enforcement Agents by telephone or in writing, or via the web-site to provide further instructions or to resolve customer enquiries.

14. Provide statistical information to line manager on the number and types of enquires dealt with.

15. Assist with the training of new staff and mentoring role as required. Provide guidance and support to less experienced staff and continue on the job training.

16. Maintain an up to date knowledge of relevant legislation and case law, by way of communication, training, advice and guidance and then relate knowledge to specific cases.

17. Ensure the maintenance of efficient and effective office procedures, including work flow system and distribution of forms and documents.

18. Maintain mobile phone in working order and arrange repairs.

19. Liaise with other departments of the City Council and other bodies

20. Comply with the Revenues & Benefits Office standards document

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

Key relationships

External Coventry Ratepayers and residents Valuation Office Agency	Internal Revenues and Benefits service Internal service areas
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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.

Responsible for:

Staff managed by postholder: Revenues Team Manager
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Person specification

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Knowledge	
Detailed knowledge of Council Tax and Business Rates legislation	
Awareness of Local Authority protocols	
Of current developments within the council, D L U H C that affect Local Tax performance and the delivery of customer service and equal opportunities	
Good understanding of the principles and practice of performance management and continuous service improvement in a complex service	
A good working knowledge of Local Tax I.T. Systems e.g. Academy and Enterprise and general P.C. applications	
Managing Diversity and its application to the management and delivery of a complex service	
Of financial systems	
Skills and Abilities	
Developed 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 demonstrate organisational and decision making skills	
Effective influencing and negotiating skills to achieve positive outcomes	
Self Management Skills – to be able to set own priorities and meet agreed targets	
A reasonable level of computer literacy. Experienced in WORD, EXCEL, Document management systems such as Enterprise	
Experience	
Substantial experience within council tax and or business rates	
A working knowledge of Revenues and Benefits	
Experience of reading and interpreting legislation	
Good Standard of general education, in particular a good standard of spoken and written English	
NVQ or equivalent experience	

Special Requirements

Professional outlook

Date Created	May 23	Date Reviewed	
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