



Coventry City Council

Job Description

Vacancy Reference No:

Job Title: Senior Revenues Officer

Job Number:

Service: Revenues and Benefits

Post Number:

Location: One Friargate

Grade: 5

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:

1. To conduct quality checks on the processing, call handling and administration of council tax, business rates and corporate income.
2. Administer council tax, business rates and corporate income accounts and deal with complex cases and queries.
3. To provide support in the day to day management of the service and to deputise for the Team Manager in their absence.

Main Duties and Responsibilities:

1. Maintain an up to date knowledge of council tax and business rates legislation by way of communication, training, advice and guidance in order to relate and implement it to specific cases and provide advice and guidance to the revenues service in the event of legislative changes.
2. Administer council tax, business rates and corporate income accounts.
3. To support team managers in monitoring the quality and quantity of work being produced by members of the Revenues service area, including maintaining and reviewing management information records, reviewing the quality of decision making and monitoring interaction with customers.
4. To support Team Managers in the allocation of work, coordination of rota's and generally helping to ensure the service achieves its daily operational priorities.
5. Assist with the training and mentoring of new and existing officers.
6. Deal with customer escalations.

7. Maintain detailed audit records of individual officers, ensuring relevant issues are fed back to the relevant Team Manager and contribute to performance review processes and bespoke training plans.
 8. Provide advice and guidance to officers across the service on complex cases.
 9. Provide information to the Revenues Management team and assist in shaping efficient and effective policies, office procedures and the annual work programme, as part of an overall process of continuous service development.
 10. Respond to customer complaints, enquires from Councillors and Partner organisations in line with the Corporate Standards, ensuring any measures to improve service delivery and customer satisfaction are identified and implemented.
 11. Deputise for the team manager in their absence.
 12. Any other duties and responsibilities within the range of the salary grade.
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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: N/A

Responsible to: Senior Team Manager

Date Reviewed: February 2017

Updated: January 2021



Coventry City Council

Person Specification

Job Title:	Senior Revenues Officer	Job Number:
Service:	Revenues and Benefits	Post Number:
Location:	One Friargate	Grade:
Area	Description	
Knowledge:	<ul style="list-style-type: none">• Knowledge of council tax and business rates systems, legislation, policy and procedures is desirable.• Good understanding of the principles and practice of performance management and continuous service improvement.• Knowledge of management techniques and how to apply them• Knowledge of Equality and Diversity policies and practices	
Skills and Abilities:	<ul style="list-style-type: none">• Highly developed communication skills, both verbal and written.• Checking skills and the ability to work to a high degree of accuracy, particularly with regard to figures and statistics.• Have a methodical approach to your workload.• The ability to work with minimal supervision and manage your own workload effectively to ensure you meet targets• Ability to write and present information in a clear and concise manner• The ability to feedback information to others in a sensitive, objective and constructive fashion• Mentoring and coaching skills, to support and develop staff• Ability to work under pressure and to tight deadlines• Have a flexible approach in order to ensure the effective operation of the section.	

Experience	<ul style="list-style-type: none"> • Experience of working within a revenues environment. • Experience of mentoring and supporting people. • Experience of dealing effectively with customers and partners. • Experienced in the use of Electronic Document Management and Workflow systems (Information@work would be desirable). • Experience of windows-based programmes, including word, excel and outlook.
Educational:	
Special Requirements:	

Date Reviewed: February 2017

Updated: January 2021