

Job Description and Person Specification

Job Title: Revenues Assistant



Job Description

Job Title	Revenues Assistant
Grade	G3
Service	Revenues and Benefits
Reports to	Corey Norden & Joanna Mortimer
Location	One Friargate
Job Evaluation Code	R591555088



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

Undertake administrative tasks necessary to determine liability and to collect and recover Council Tax or administer and collect Business Rates in accordance with legislative and procedural frameworks.

Main Duties & Key Accountabilities

Core Knowledge

- You will provide support to the Council Tax team by way of identifying liability, making decisions, monitoring data, updating the computer system, and then maintaining information.
- Council Tax specific duties:
 - a) Inform the Valuation Office of changes, make changes to the Valuation List – raise new and amend or delete existing domestic properties
 - b) Change occupation details for social landlords
 - c) Assess customer entitlement to discounts and exemptions
 - d) Issue bills and payment documents in accordance with legislation
 - e) Refer cases to the Enforcement Team where appropriate
 - f) Support officers on the team
- Comply with the standards of behaviour detailed in the corporate and local Office Standards Policy
- Liaise with other sections and departments of the City Council, and other external bodies and agencies.
- Contribute to the maintenance of effective office procedures, including document management and workflow systems.
- Demonstrate the flexibility to adapt to changing priorities that affect daily, weekly, monthly and annual work schedules. Provide statistical, financial, and work analysis to Managers as requested. Job Title: Revenues Assistant Job Number: Service: Location: Revenues & Benefits One Friargate Post Number: Grade: 3
- Provide a service to Council Tax and Business Rates customers, by answering enquiries by telephone, in writing (including email), and face to face, always maintaining a high level of commitment to the City Council's Customer Care Strategy
- Any other duties and responsibilities within the range of the salary grade.

Key relationships

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

Person specification

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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	

- Good standard of general education, in particular a good standard of spoken and written English

Special Requirements

- 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	April 2023	Date Reviewed	March 2024
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