

Revenues Officer

Role Profile

Service:	Exchequer Services, Finance and Systems
Band:	Career Graded Post – Band 3-4 (Appointment and progression will be based upon qualifications, experience and achieving required competency levels)
Reporting to:	Senior Revenues Officer
Responsible for:	No direct reports



TRAFFORD
COUNCIL

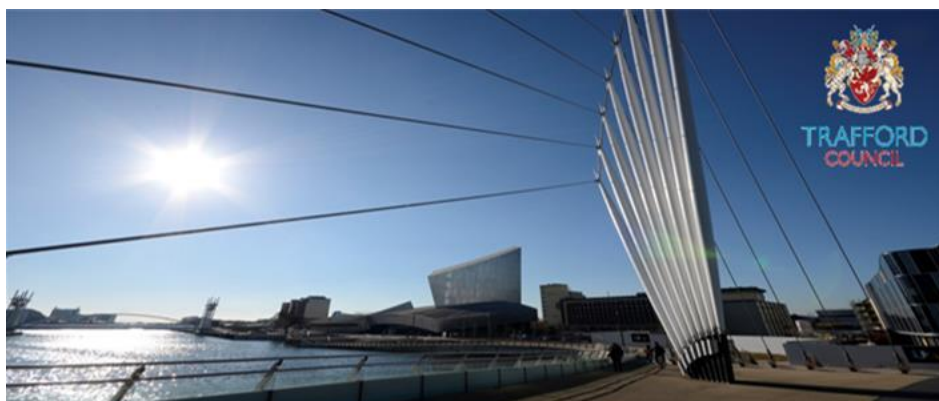
About Us

Trafford is a great place to live, work, learn and visit. From its leafy suburbs, to its more urban areas, the borough takes pride in its strong, diverse communities, its cultural and sporting heritage and its position at the heart of the region's economic powerhouse.

Trafford Council and its partners in the public, private and third sectors have a Vision which sees us working together to close inequality gaps and maximise Trafford's huge potential.

Our vision: Trafford – where all our residents, businesses and communities prosper

At the heart of our vision is a common cause – we want to make Trafford a better borough. We want to make it a place where everyone has a chance to succeed and where everybody has a voice. Through our new vision, we are making a commitment to work together across different services and agencies to make the best use of our resources.



Our Culture

Trafford Council employs around 2300 non-school members of staff and as one of the biggest employers in the borough, we work hard to make Trafford Council an employer of choice. We care what you think and believe you are more than just a job role. We have a great benefits' package and a real focus on your health and wellbeing, as well as, extensive learning, succession and development opportunities.

For us, it's not just about *what* we achieve as an organisation, but *how* we do it. Therefore, all employees are expected to display our **EPIC** values.

At Trafford Council we are EPIC

We EMPOWER – We inspire and trust our people to deliver the best outcomes for our customers, communities and colleagues.

We are PEOPLE CENTRED – We value all people, within and external to the organisation and give those around us respect. We will act with honesty and integrity in all that we do, and create an environment that enables everyone we work with to thrive and succeed.

We are INCLUSIVE – We are committed to creating an environment that values and respects the diversity and richness differences bring.

We COLLABORATE – We build relationships, collaborate; treat people as equal partners and work together to make things happen.

About the Role

This Role Profile outlines the key tasks you will be expected to perform to give you an understanding of a typical day and the key activities that you will be expected to deliver or contribute to the delivery of.

The 'About You' section explores what qualifications, experience, skills and knowledge you will need for the role.

We are a values-based organisation and you will need to reflect our values, as well as the requirements in 'About You' in your application.

Overview

Exchequer Services sits within the Finance and Systems directorate. The Revenues Service is a high performing, outcome based, resident and businesses focused service which performs a number of operational and front-line contact tasks within the Council Tax, Business Rates, Accounts Receivable and Adult Social Care debt areas of work. You will be working at a fast pace, dealing with inbound and outbound calls and emails as well as managing an electronic in-tray of reports, documents and correspondence with clear daily output and quality assurance targets which must be achieved for the service to fulfil the corporate targets set.

Your Main Priorities

- Provide high quality Revenues administration and customer services, including valuation, billing, collection, recovery and tracing work for Business Rates, Council Tax or Recovery, working in accordance with the relevant legislation and guidance including data protection legislation
- Accurately assess and determine liability, taking into account relevant information from a range of sources and ensuring that all relevant exemptions, discounts, discretionary relief and benefits are considered
- Provide an excellent level of customer service when communicating verbally and in writing with residents, businesses and internal departments

Key duties

- Respond efficiently and courteously to all queries and correspondence, communicating clearly and resolving all identifiable issues at the earliest opportunity to achieve an excellent level of customer satisfaction.
- Proactively contact customers and other stakeholders to obtain relevant information, resolve issues and maximise collection and recovery of Council Tax, Business Rates, Corporate Debt or Adult Social Care debt

- Deal appropriately with detailed queries from charge-payers and their agents by telephone, in writing and face to face, explaining all aspects of the rates/debtors account and provide information on the legislation relevant to the property/account
- Conduct routine property inspections as and when required
- Attend Magistrates Court, virtually and in person, as a representative of the Council as and when required
- Determine the most effective recovery actions, using discretion within agreed parameters, where appropriate and working with customers to secure appropriate instalment plans
- Be responsible for own workload and targets, ensuring daily performance and quality targets are consistently met whilst maintaining a high level of customer service
- Undertaking any other duties that commensurate with the grade which may be from time-to-time required by management

About You

The grading of the post will depend on the qualifications, experience and knowledge of the post holder. These are set out below
Appointment to a band will depend on experience and subsequent progression will be assessed annually as part of the Performance Development Review process

Qualifications and Professional Development

Band 3

- GCSE grade A-C (4-9) or equivalent in Maths and English
- Have a personal commitment to continuous self-development and ensuring skills and knowledge are kept up to date

Band 4 (inclusive of the above)

- Completed to a good standard all relevant internal and external training required to fulfil all aspects of the Band 3 role with minimal supervision
- Successful completion of knowledge test which will include testing knowledge of the Band 4 competencies as described below

Experience and Knowledge

Band 3

- Experience of working in a customer service environment
- Good literacy and numeracy skills to undertake and produce clear calculations, letters and other documentation
- Experience of administration systems in a large organisation
- Experience of working in a team and achieving collective goals
- Dealing with correspondence verbally and in writing
- Actively taken part in virtual business meetings such as Teams/Zoom

Band 4 (inclusive of the above)

- At least 2 years' experience working in a Revenues background clearly demonstrating a good degree of competency in all aspects at the Band 3 level
- Experience of attending Court, either virtually or in person, as a representative of the Council
- Successful assessment of knowledge and customer service skills
- Experience of using the Council's current Revenues software systems
- Experience processing complex work items
- Evidence that performance and quality output in a Revenues background has consistently been achieved
- Detailed knowledge of the requirements of Data Protection & GDPR across all platforms
- Can demonstrate the active involvement of mentoring junior staff

Skills and abilities

Band 3

- Ability to communicate clearly, concisely, accurately and in ways that promote understanding
- Ability to absorb, understand and quickly assimilate moderately complex information and concepts and compare information from a number of different sources
- Is able to make effective decisions on a day-to-day basis, taking ownership of decisions, demonstrating sound judgement in escalating issues where necessary. Be logical in thinking and explaining reasoning behind decisions or actions taken
- Ability to use multiple applications, systems and associated software packages
- Flexible and adaptable to change in order to provide new services when government schemes are announced
- Committed to fairness and equality and sensitive to the needs of others

Band 4 (Inclusive of the above)

- Excellent communication skills with the ability to communicate effectively with all customers and present information in a format easily understood, including written, verbal and electronic
- Excellent understanding of the relevant ICT systems
- Ability to make effective discretionary decisions, within parameters, and communicate clearly the sound judgement used to make the decision
- Ability to work on own initiative, organising and prioritising work to meet deadlines and changing priorities
- Ability to formally support the mentoring of staff

Special Conditions

- DBS required

Date prepared/revised:	17.11.22
Prepared/revised by:	Louise Shaw/Simon Lewis/Karen Duckenfield
Job Evaluation:	November 2022 (LS/CH)

Health and Safety

To operate safely within the workplace with regard to the Council's health and safety policies, procedures and safe working practices. To be responsible for your own Health and Safety and that of other employees.

Equalities & Diversity

To work within the Council's Equalities and Diversity Policy, embracing through personal example, open commitment and clear action that diversity is positively valued, resulting in access for all by ensuring fair treatment in employment, service delivery and external communications.

Customer Care

To continually review, develop and improve systems, processes and services in support of the Council's pursuit of excellence in service delivery.
To recognise the value of its people as a resource.

Training and Development

To identify training and development needs with your manager, taking an active part in your Personal Development and Review Plan. To access development opportunities as they arise and share learning with others and where appropriate, actively encourage a learning environment and development within others.

Policy

To work at all times within the established policies and practices of the Council, within the framework established by the Council Constitution and associated guidance.

Information Governance

Confidentiality is of prime importance. In the normal course of duties, the post holder will have access to personal and or sensitive information relating to service users, staff and contractors, as well as information of a commercially sensitive nature. Such information should not be communicated to anyone outside or inside the Council unless done in the normal course of carrying out the duties of the post. Disciplinary action will be considered where a breach of confidence and or data breach has been established.

All information obtained or held during the post-holders period of employment that relates to the business of the Council and its service users and employees will remain the property of the Council. Information may be subject to disclosure under relevant legislation.

To ensure information is shared safely and complies with information governance standards and associated legislation.