



## **Craven District Council**

### **Job Description**

#### **Revenues and Benefits**

<b>Job Title:</b>	<b>Assessment &amp; Inspections Officer - Revenues</b>
<b>Grade:</b>	<b>Scale 2 - 4 (dependent on experience)</b>
<b>Location:</b>	<b>Flexible – Remote working and/or Office based; visiting role approx. 1 to 2 days per week</b>
<b>Reports to:</b>	<b>Revenues &amp; Benefits Team Leader</b>

#### **Duties and Responsibilities**

- The day-to-day administration of Council Tax and national non-domestic rates (NNDR) within the Revenues and Benefits Team. Officers will be expected to have an overview of all the functions of a Revenues and Benefits Service and work with colleagues to ensure the collection of all revenue.
- To maintain an accurate and up to date database for Council Tax properties.
- To ensure an accurate demand is issued in respect of all Council Taxpayers. Also, to maintain accurate and up to date records and ensure that any changes or amendments, refunds and accounts are issued promptly and efficiently.
- To ensure that valuation lists are accurate, and amendments are made promptly and efficiently.
- Inspecting properties to establish Council tax liability, completion dates and appropriate reliefs.
- To minimise fraud and error in the claiming and application of discounts and exemptions
- To consider requests for a review of decisions made in respect of council tax liability and eligibility for discounts / exemptions
- To assist the Non-Domestic Rates Officer to maintain the Non-Domestic Rates and BID databases.
- Dealing with enquiries from the public, other internal sections and external organisations by telephone, letter, email and face to face interview by providing relevant information and advice.
- To assist in the provision of up-to-date and accurate advice to customers and colleagues on relevant legislation and procedures and to maintain an appropriate knowledge of relevant legislation.

- Organise individual workload and plan visits to ensure the most cost-effective and efficient use of time, ensuring due regard to personal safety.
- To attend staff meetings and events as required.
- To undertake other duties which may arise or may be delegated from time to time, which are broadly consistent with the general functions and grading of this post
- To liaise with other sections within the Council and outside agencies as appropriate to ensure the effective day to day operation of local taxation work.
- Liaise with Valuation Office, solicitors, landlords, agents and other persons and organisations to assist in the processing of council tax accounts within the Data Protection statutory provisions and rules of confidentiality.
- Provide assistance to the Systems and Technical Team where required – for example checking of accounts, testing of systems, provision of information.
- Council policies – The post-holder must carry out his/her duties with full regard to the Council's current policies.

### **Appointment / Progression Criteria**

- Commencement on scale 2 – this applies to new starters with little / no experience of Revenues & Benefits
- Appointment / Progression to scale 3 - one years' experience carrying out all relevant decision making and system inputting within Benefits or Revenues.
- Appointment / Progression to scale 4 - a total of 2 years' experience carrying out all relevant decision making and system inputting within Benefits and Revenues.

**The job description is not a definitive list of tasks. It is designed to give an overall view of the job it is not an indicator of the sole requirements of the work required. It is expected that you will use initiative and develop your own style to achieve the overall purpose. The precise responsibilities may change from time to time in line with the organisational requirements of the Council. Reasonable adjustments will be made to working arrangements to accommodate a person with a disability who would otherwise be prevented from undertaking the work.**

## Person Specification

### Assessment & Inspections Officer – Revenues

<b>Knowledge/Qualifications / Training</b>	<b>Essential</b>	<b>Desirable</b>	<b>How identified</b>
GCSE or equivalent in English and Maths	✓		Application form / certificate
Demonstrable evidence of continuous professional development		✓	Application form / certificate
<b>Skills and Abilities</b>	<b>Essential</b>	<b>Desirable</b>	<b>How identified</b>
Excellent communication skills – written and oral, including the ability to deal with members of the public and compose letters.	✓		Application form / interview
Ability to use initiative and solve problems	✓		Application form / interview
Ability to deal sensitively with members of the public	✓		Application form / interview
Ability to organise and prioritise own workload to meet needs of the team and ensure all deadlines met	✓		Application form / interview
Ability to interpret and action legislation	✓		Application form / interview
Full commitment to a high level of customer service, both internally and externally	✓		Application form / interview
Ability to work collaboratively and act for the benefit of the organisation	✓		Application form / interview
<b>Experience</b>	<b>Essential</b>	<b>Desirable</b>	<b>How identified</b>
Related work experience in either Revenues or Benefits.		✓	Application form / interview
Experience of working with customers		✓	Application form / interview
A knowledge of the computer systems used within Revenues and Benefits (knowledge of i-World and Anite@Work would be an advantage)		✓	Application form / interview