


REVENUES SERVICES	
JOB DESCRIPTION	
REVENUES OFFICER	
Grade LS 15/14	Post Number: TBC
Responsible to:	Revenues Team Leader
Responsible for:	
Job Objective:	To process Council Tax and Business Rates accounts for residents within the Borough, ensuring that appropriate targets are met and Council policy adhered to. To undertake work related to the Revenues function including recovering overdue amounts and ensuring a high standard of customer care is maintained at all times.
Main Duties and Responsibilities:	1 To maintain the Council Tax and Business Rates database for the purpose of billing, collection and recovery by inputting changes to accounts for discounts, exemptions, disabled relief, occupancy, banding and method of payment.
	2 To arrange and monitor recovery cases within laid down guidelines.
	3 To liaise with Enforcement Agents employed by the Council ensuring work is being undertaken in a timely fashion. To notify of any amendments to accounts and update the database accordingly. To process accounts selected for enforcement action and deal with queries relating to these accounts.
	4 To answer queries and correspondence, instigate and process reviews and assist in the investigation of complaints.
	5 To provide support for or at the Council's Community Contact Centre whenever necessary.
	6 To administer and process all cases requiring tracing action and update computer database as necessary.
	7 To carry out duties at a level consistent with set targets
	8 To assist with "on-the-job" training of new staff.
	9 To ensure that high standards of customer care are maintained in all contacts with members of the public.
	10 Any other duties as directed.
Approved by: R Cottee	
Signed:	
Date:	1 June 2021