

## Revenues Officer – Grade 6

At Kirklees we want to be innovative and creative in the way we work to deliver our services to our communities. We know we have challenging times ahead so we are always looking for better and smarter ways to work.

As a Revenues Officer you will be working in either the Council Tax, Business Rates, or Benefits Overpayments Teams. You will need to be flexible as you could be required to work in any of these areas depending on the needs of the service. You will be updating electronic customer records, inputting new information in accordance with legal requirements, Council policies and procedures and service targets. The role is office based and you will be required to use a PC and a range of IT packages. A large part of your role will involve receiving and making telephone calls to customers.

This role is based within Welfare and Exchequer Service. Find out more about [working for Kirklees](#).

## The Job

As part of a team you will be responsible for the administration of Council revenue either in the form of Council Tax, Business Rates or Housing Benefit Overpayments. You may be required to move within these teams dependent on service needs and will be supported to do so.

Your role will be to ensure the efficient and accurate maintenance of Council records for Council Tax, Business Rates and Overpayments.

You will deal with customers on a daily basis for example via telephone, email, letter or face to face giving advice to, and gathering information from customers on a range of issues relating to Council Tax, Business Rates and Overpayments. It is important that accurate records of all discussions are maintained.

You will use skills to ensure council revenue is maximised while having an understanding of individual customer's needs for example through negotiating acceptable payment plans.

You will be expected to work towards achieving objectives and meet performance standards expected by the service. Of course you will be supported by your manager and will be working as part of a team.

You will work in a deadline driven environment which can at times be pressurised.

## Job Checklist

- Achieves performance targets both as a team and as an individual.
- Adopts an approach which is flexible and committed to meet service objectives.
- Provides advice appropriate to individual situations.
- Maintains accurate and up to date records.
- Works as a team player to ensure tasks are completed efficiently.
- Negotiates payment plans to maximise Council revenue.
- Presents a positive image of the Council at all times, and will look to obtain the best outcomes for the customers of Kirklees.
- Deal with variety of customers professionally, demonstrating good interpersonal skills.
- Makes routine decisions in line with legislation, Council policy and procedures and ensure appropriate action is taken in a timely manner.
- Provides cover of telephone lines to meet the needs of the service when required.
- Keeps up to date with legislative changes and changes in Council policies and procedures that affect the role.

Please see your responsibilities related to [safeguarding](#).

## The Person

We need our employees to be driven to achieve the best, to be hard working, respectful and thoughtful to each other and our customers and to be creative, wherever they work.

A hardworking individual you'll have a commitment to delivering excellent customer service. You will have an adaptable communication style to be able to gather information and provide advice on Council Tax, Business Rates or Housing Benefit Overpayments. You will take into account individual situations and adapt advice as appropriate.

An effective team worker you know the importance of working together to make sure that deadlines and targets are achieved. You work well under pressure but know when to ask for help. With a keen eye for detail you will keep accurate and up to date records of conversations and will follow up on any gaps in information to make sure that the Council's revenue stream is maximised.

Working in a pressured environment where achieving results and delivering an effective customer service are essential you will thrive on a job well done. As often a first point of contact with the Council, you understand that our customers can get frustrated and work hard to make sure that they get the best service and advice possible.

The right behaviours and attitudes are as important to us as the skills you bring to the job. We expect all our employees to demonstrate the following behaviours:

- Positive
- Honesty
- Respectful
- Flexible
- Communicative
- Supportive

We also expect you to promote and role model the Council's Expectations of a Council employee within the organisation. This role is at level 1. The Council's [Behaviours and Expectations](#) will be tested throughout the selection process.

## Person Checklist

- An understanding of Council Tax, Business Rates and Housing Benefit Overpayment legislation.
- Experienced in the use of standard IT packages such as Word and Excel and able to use bespoke IT systems.
- Able to input data and update records accurately, whilst ensuring targets are achieved.
- Excellent communication skills to deal effectively with customers and colleagues.
- You will have an ability to perform to a high standard whilst meeting required deadlines and delivering service goals.
- Able to maintain a calm and professional approach when dealing with difficult situations.
- Evidence of being able to work effectively as part of a team.
- Demonstrates a positive, professional approach open to change and able to adapt as the service moves forward.
- You take a proactive approach to meeting targets and deadlines.
- Able to demonstrate the ability to organise your own workloads to ensure you utilise your time effectively and efficiently to meet deadlines and targets.
- Willing and able to work outside standard office hours when required to deliver the service.
- Committed to training and development to develop in the role.

*This Role Profile is intended to provide an understanding and appreciation of the responsibilities of this particular job. It is not possible to specify every detail and we expect you to work flexibly within your skills, knowledge, experience and grade of this job.*

**For Recruitment Purposes:** In order to be considered for this role you will need to demonstrate in your application how you meet all the requirements on the Person Checklist.