

Revenue Officer – Grade 6

Job purpose

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.

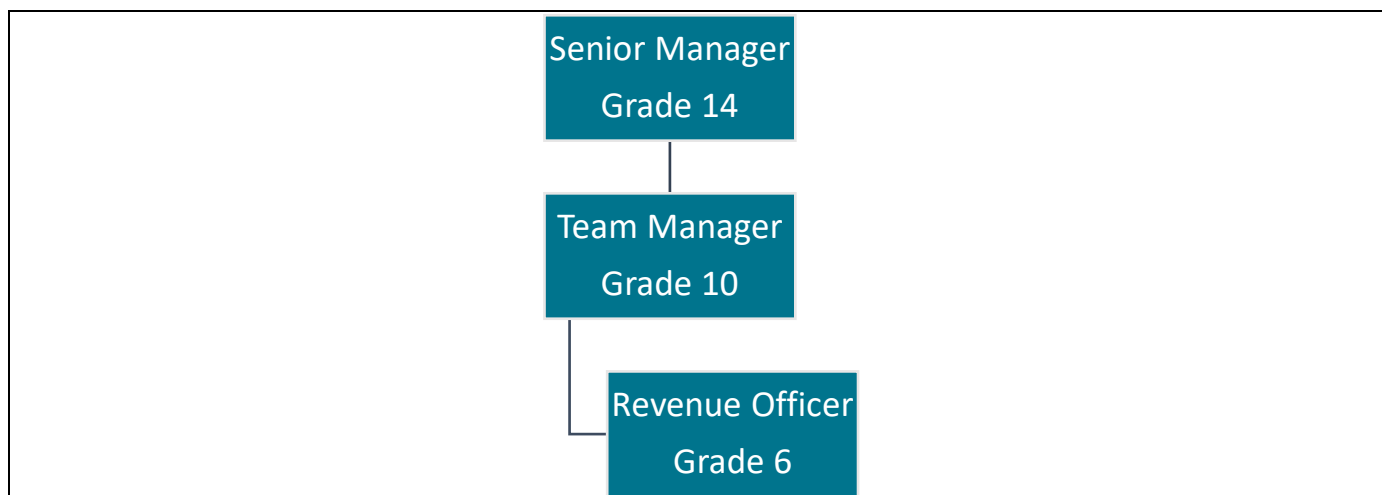
This role is based within Welfare and Exchequer Service. Find out more about [working for Kirklees](#).

Key areas of responsibility

- 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 daily 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 maximized while understanding 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.
- 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 maximize Council revenue.
- Always presents a positive image of the Council 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.

Position of job in organisational structure



Employee Specification

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

Knowledge, qualifications, skills and experience	Shortlisting criteria
Willing and able to work outside standard office hours when required to deliver the service.	Essential
Committed to training and development to develop in the role.	Essential

Behaviours and expectations

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

You will also promote and be a role model of the Council's expectations of a New Council Employee within the organisation. This role is at level 1. Find out more about [Council Behaviours and Expectations](#).

General information

See your responsibilities related to [Safeguarding](#).

This Job 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 Office Use Only:

Job Category	Revenues & Benefits	Grading ID	18390
Job ID	80100983	Last Updated	June 2020
Job Focus	No	Career Progression	No

Contractual Variants

DBS Category	Other	DBS Type	Basic
Health Check	No	Politically Restricted	No
24/7 working	No	Public Holidays	No
Night Working	No	Alternating Pattern	No
Standby	No	Other	No
Checked by HR	December 2020		