

CANDIDATE SPECIFICATION



Ribble Valley
Borough Council

www.ribblevalley.gov.uk

JOB TITLE: Revenues Assistant

REFERENCE NO: RES246

SALARY SCALE: Scale 4 (scp 10-13) £25,545 to £26,873 per annum

HOURS OF WORK: 37 Hours Per Week

POST NO: E184

SERVICE AREA: Revenues

RESPONSIBLE TO: Senior Revenues Officer

RESPONSIBLE FOR: -

JOB PURPOSE: To assist with the billing and recovery of council tax and national non-domestic rates.

KEY RESULT AREAS:

- To deal with daily correspondence, telephone and counter enquiries in connection with Council Tax.
- To process all data through the computerised Revenues system.
- To be responsible for ensuring that all people liable for council tax are billed.
- To arrange appropriate payment methods with Council taxpayers, within the statutory requirements, and special arrangements.
- The checking and issuing of all Council Tax bills.
- To process refunds of overpayments of Council Tax.
- Liaise with other sections and outside agencies e.g. Ribble Valley Homes regarding discount disregards, liabilities, property sales etc.
- To process applications for single person discounts, discount disregards, disabled banding reductions and exemptions.
- To assist other Council departments requiring information from revenues computer system records, e.g. compilation of register of electors, tracing sundry debtors.
- To be responsible for setting up any special arrangements both before and after recovery action has been taken.

- To ensure that recovery action is taken in respect of all those persons liable for Council Tax and national non-domestic rate.
- To maintain an efficient recovery system for defaulting payers within specified targets.
- The checking and issuing of summonses, liability orders, bailiff letters, attachment of earnings/benefits letters etc in respect of Council Tax and national non-domestic rates.
- Liaison with the senior cashier on payment of national non-domestic rate and Council Tax accounts that are in the hands of the Council's bailiff.
- The monitoring of all special arrangements on a regular cycle (weekly/monthly).
- The setting up and monitoring of attachment of earnings and deductions from benefits.
- Determining bailiff action and liaison with the Council's bailiff on suitable arrangements and procedures.
- Pursue the recovery of arrears where charge payers and ratepayers have left the property.
- To assist in the preparation of arrears cases for court hearing for means enquiry in respect of council tax and national non-domestic rate.
- To attend court and assist the Revenues Officer when liability orders are obtained.
- Debt counselling with taxpayers in arrears.
- Knowledge of the data protection principles especially in respect of the disclosure of information from the revenues database (Council Tax and NNDR).
- To be responsible for ensuring the data quality of all information related to the duties of the post.
- To adhere to the Council's policies including equal opportunities and health and safety.
- To undertake other duties of a similar responsibility as may be allocated to the post from time to time.

ESSENTIAL	DESIRABLE	TO BE IDENTIFIED BY
Qualifications		
Educated to GCSE level, with a good standard of numeracy and literacy.		Application
Experience		
Experience of data inputting.		Application/ Interview
Experience of dealing with the public.		Application/ Interview
Skills/Knowledge		
Good IT skills.		Application/ Interview
Ability to draft letters to customers.		Application/ Interview
	Knowledge of Ribble Valley area.	Application/ Interview
	Knowledge of council tax legislation.	Application/ Interview
Additional		
Good communication and interpersonal skills.		Application/ Interview
Ability to work on own initiative.		Application/ Interview
Attention to detail.		Application/ Interview
	Adaptability to changing work practices.	Application/ Interview