

ROYAL BOROUGH OF GREENWICH

JOB DESCRIPTION

POST DESIGNATION: Revenues Officer

REPORTING TO: Senior Revenues Officer

DEPARTMENT: Finance Directorate

SECTION: Revenues or Finance Debt Services

GRADE: SO1

Job Purpose

The main purpose of the role is to contribute to the day to day operations of the Revenues team and to ensure the effective billing and collection of Council Tax.

Main Duties

1. To undertake the operational aspects of the Revenues Services on a day to day basis.
2. Interact with members of the public regarding relevant aspects of the service as delivered.

Duties and Responsibilities

1. To undertake a range of activities in the day to day operation of a subset of the Revenues Service as allocated. The nature of work being undertaken will include but not be limited to the following
 - Processing the Valuation schedule to set up new/ split and merged properties.
 - The updating and maintaining of the local tax base(s) accurately.
 - The granting/withholding of discounts and exemptions where appropriate. Referring the more complex cases to senior officers
 - The recovery of unpaid tax using all means of collection available. Referring the more complex cases to senior officers
 - The provision of advice on related matters including reliefs, discounts and exemptions available and pointing to benefits available from local and central government sources. Referring the more complex cases to senior officers
 - Processing of Refunds
2. Deal with instalments calculations, determining method of payments, producing bill requests, conducting reviews, making arrangements and making sure all the information is accurate to enable prompt payments. Referring the more complex cases to Senior Revenues Officer.
3. Make decisions in respect of liabilities and discount and exemptions in accordance with

council tax guidelines. Referring the more complex cases to Senior Revenues Officer.

4. Ensure that appropriate methods of enforcement and sanctions are pursued; having regard to the means and circumstances of tax payer. Ensuring due regard is taken in vulnerable cases.
5. To deal with enquiries by telephone, interview and correspondence providing guidance as necessary. Referring the more complex cases to senior officers.
6. To communicate with a wide range of contacts including but not limited to; staff in Finance, other departments and local authorities/public bodies, solicitors, courts etc. where appropriate to their work.
7. To attend judicial or administrative proceedings in support of those proceedings, to undertake contentious interviews of tax payers and to deal with enquiries and negotiate repayment arrangements where appropriate.
8. Tracing absconders using all the relevant search utilities.
9. To support the Senior Revenues Officer in the training and mentoring of the Trainees and new starters.
10. To maintain a level of legislative and best practice knowledge relevant to the duties post.
11. To report irregularities to a senior officer for investigation and reporting to Corporate Anti-Fraud if appropriate.
12. Carry out duties with due regard and compliance with the Data Protection Act and other legislation.
13. Carry out duties and responsibilities in accordance with the Council's Health and Safety Policy and relevant legislation.
14. To undertake other duties commensurate to the grade of the post.