



Job Profile

December 23

JOB TITLE:	Revenues Officer (Recovery Team)
GRADE:	
POST NO:	Scale 6
JOB TIER:	5 (non-management)
DBS CHECK:	
GROUP:	Finance
SERVICE:	Revenues and Benefits

REPORTING STRUCTURE

Reports to:	Council Tax Recovery Team Leader
Direct Reports:	None
Indirect Reports:	None

ROLE PURPOSE:

To deliver an efficient, effective revenue collections and recovery service through the prompt and accurate processing of information from all sources including online facilities.

Be responsible for setting accounts, applying reliefs, discounts and exemptions to correctly levy the council tax due from Hillingdon residents.

Carry out recovery procedures in accordance with council tax regulations.

Assist taxpayers who come to the civic centre and require assistance with their enquiries.

Assist taxpayers at court by sign posting to Hillingdon's online forms or contacting the council and or support agencies to help make suitable payment arrangements.

To assist with Insolvency Solicitors, Practitioners and any other agency acting on behalf of the Council in instigating Bankruptcy, Charging Orders and winding up action.

Assist with the monitoring of enforcement agents as required and monitor and maintain bailiff performance.

A. Job Description

1. Resident & Community Contribution

- To provide an excellent service for council tax/ratepayers when visiting contacting the council.
- To demonstrate understanding of the Council's *Customer Care Standards* and ensure that these standards are met to deliver the Council vision of 'putting our residents first'.

2. People Management

- No direct supervisory responsibility however may be requirement to assist in induction and training of peers and new employees by coaching and or mentoring.

3. Operational Service Delivery

- Respond to enquiries from taxpayers by telephone, letter, email or in person in the most appropriate manner and within the council's customer care standards
- Attend court to deal with taxpayers' enquiries and where possible sign post them to assist in making payment arrangements or resolve any recovery or liability issues.
- Assist with the prompt dispatch of demand notices, recovery notices and review letters in accordance with agreed timetables.
- Update the revenues database in accordance with procedures.
- Deal with all system generated reports as instructed.
- Be involved in projects and campaigns as required.
- Assist with the checking and providing evidence for court and valuation tribunals in support of the Council's cases.
- Under the guidance of a Senior Officer assist with the investigation into any suspected fraud cases.
- Responsible for the prompt and accurate processing of information from all sources to update the Revenues database.
- Check and issue recovery notices in line with set timetables.

- Assist with identification, investigation and preparation of both Council tax and Business Rate cases for enforcement agent and post enforcement agent recovery action including Committals, Charging Orders, Liquidations, Bankruptcies, or investigations by debt recovery agencies.
- Assist with the prompt dispatch of post liability recovery notices, enforcement agent instructions and insolvency warnings as required.
- Deal with complex enquiries from all sources.
- Provide information from records as required to assist with any FOI and Data Subject access requests.
- Maintain an understanding of the appeals process and ensure that taxpayers are advised of the right of appeal in any liability disputes.
- Assist with preparation for court by carrying out pre-summons checks and following up work associated with these checks.
- Monitor all recovery cases and enforcement stages such as failed arrangements, attachment of earnings or benefits and enforcement agent returned cases and ensure the progression of each stage to next recovery stage.
- To review and take ownership of the assessment of recovery cases by making payment arrangements as per procedures and pursuing payment methods in line with the legislation.
- Undertake more complex trace work and specialist investigations into liability.
- Assist with the monitoring of the bailiff performance, also to update bailiff records and council tax accounts in line with procedures.
- Assist with specialist recovery projects as required including asset checks for charging orders and bankruptcy proceeding or information for committals.
- In conjunction with the Senior Officer help to liaise with legal services on behalf of other Services teams undertaking legal action.

4. Service Planning & Development

- Maintain knowledge of the current Team Plan and understanding of own contribution to ensure delivery of this plan.
- Undertake training activities as required

5. Financial & Resource Management

- To demonstrate cost-consciousness and identify any cost-effective changes to own way of working.
- Maximise revenue by making realistic and achievable arrangements to recover outstanding sums.

6. Service Improvement

- To identify and suggest any improvements to current ways of working to deliver a more efficient and effective service for customers.
- Be involved in the production, review, and documentation of working procedures and practices for all aspects of the Revenues Service.
- Maintain an up-to-date knowledge and understanding of the relevant legislation and case law including data protection.
- € To embrace new technology and help to develop new ways of working to ensure that maximum efficiencies or improvements can be achieved.

7. Contacts

Residents, employees of the contractor responsible for the delivery of the service.
Enforcement agents, Tribunal and Court officers.

8. Additional Responsibilities

- Complete other reasonable tasks to fulfil role purpose or as required by management.

9. Key Performance Indicators

- The Council's contractor continues to deliver the service in accordance with the Service Level agreements and any issues are resolved.
- The Council's income is maximised, and collection rates protected.
- PADA targets are met

B. Person Specification

Revenues Officer (Recovery Team)

This person specification will be used for recruitment to this post. It will form the basis of the application form, and candidates will be also assessed against aspects of this person specification at interview.

1. QUALIFICATIONS	ESSENTIAL	DESIRABLE
Good standard of education to at least GCSE or equivalent with as a minimum, pass grades in Mathematics and English	✓	
2. STATUTORY or ROLE SPECIFIC REQUIREMENTS	ESSENTIAL	DESIRABLE

Ability to learn, understand and apply legislation as required	✓	
Ability to follow processes, as required for the role	✓	
3. EXPERIENCE	ESSENTIAL	DESIRABLE
Experience of using ICT software and email.	✓	
Experience of maintaining confidentiality	✓	
Experience of working within a financial environment in a large organisation.	✓	
Demonstrable experience of successfully operating at Scale 5 in a revenues environment, and able to demonstrate already working at Scale 6 level	Scale 6	

4. KNOWLEDGE & SKILLS	ESSENTIAL	DESIRABLE
Good keyboard skills for speedy and accurate inputting of data to an online computer system	✓	
Ability to deal with situations and information with tact and discretion	✓	
Understanding of data protection principles	✓	
Accuracy and attention to detail in order to deal with mundane, repetitive tasks without compromising quality	✓	
Ability to communicate effectively, both verbally and in writing to colleagues, customers and external organisations at all levels in a professional, tactful and sensitive manner.	✓	
Ability to work with minimum supervision and use initiative in	✓	

decision making	✓	
Ability to learn, understand and apply legislation as required for the role	✓	
Proven ability to manage and organise own workload	✓	
Ability to work under pressure and multitask to meet deadlines	✓	
Ability to perform detailed calculations accurately, whilst working to deadlines.	✓	
Proven ability to positively deal with difficult situations, face to face and on the telephone.	✓	
Ability to interpret and apply relevant legislation to cases.	✓	
Ability to understand and explain to members of the public, detailed legislation and technical information regarding Council Tax or Business Rates. Valuation	✓	
Able to demonstrate a clear understanding and appreciation of the principles behind the Council's Equal Opportunities Policy and the Disability Discrimination Act.	✓	
Ability to negotiate completion dates with owners / agents	✓	
Ability to deliver complex information in writing or verbally, including at a court or pre court summons surgery.	✓	
5. COMPETENCIES	ESSENTIAL	DESIRABLE
Respectful		
Putting Our Residents First'. Delivers the Customer Care Promise; is welcoming and helpful.		
Treats all customers and colleagues with dignity and respect according to their individual needs.	✓	
Takes responsibility for own development and wellbeing. Encourages constructive feedback and is self-aware of own strengths, wellbeing and development needs.		
Demonstrates active listening skills, shows compassion and takes ownership.		
Collaborative		
Adopts a 'One Council' approach to service delivery.		
Works towards Council's vision and priorities. Actively listens and contributes to team meetings and decisions.	✓	
Actively participates in learning activities and applies new knowledge and skills in the workplace.		

Efficient Gives clear information about service standards and timescales. Plans, prioritise & organises workload to meet deadlines. Is quality orientated and accepts responsibility for outcomes (positive and negative). Solution focused, challenges existing practices and suggests new ways of doing things.	✓	
Shows Integrity Aware of Local Government purpose. Considers financial implications of service delivery. Cost-conscious, aware of budgetary controls and escalates decisions where appropriate.	✓	
Open & Honest Willing to try new things, accepts responsibility and learns from own mistakes. Remains positive and engages with change and service improvement. Remains open-minded to new ideas. To be open and honest.	✓	