



# HILLINGDON

LONDON

## Job Profile template Employee

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<b>JOB TITLE:</b>	Revenues Inspector
<b>GRADE:</b>	SO2
<b>POST NO:</b>	TBC
<b>JOB TIER:</b>	Tier 5 (non-management)
<b>DBS CHECK:</b>	Standard
<b>DIRECTORATE:</b>	Corporate Services
<b>SERVICE:</b>	Counter Fraud Team

### REPORTING STRUCTURE

<b>Reports to:</b>	Counter Fraud Manager
<b>Direct Reports:</b>	Nil
<b>Indirect Reports:</b>	Nil

### ROLE PURPOSE:

To carry out inspections and investigations in relation to Council Tax and Non-Domestic Rates (Business Rates) to ensure the accuracy of the Council's property and customer records, maximise income, and ensure that all discounts, exemptions and reliefs are awarded correctly and in accordance with legislation and Council policy.

The role is responsible for effectively managing a case load through visiting, enquiries & due diligence to better inform decision making.

# Job Description

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## 1. Resident & Community Contribution

- To demonstrate understanding of the Council's *Customer Care Standards* and ensure that these standards are met in order to deliver the Council vision of 'putting our residents first'.
- Support the Council's policies and the law that governs Council Tax & Business Rates.

## 2. People Management

- No direct supervisory responsibility however may be required to provide advice and guidance to colleagues as well as assisting in induction and training of peers and new employees.

## 3. Operational Service Delivery

- Responsible and accountable for the efficient and effective management of an individual complex caseload, making decisions and carrying out work actions as directed by the Counter Fraud Manager.
- Ensure all decisions are proportionately made with common sense and sound judgement, supported with lawful grounds and within Council policies.
- Maintain a current and in-depth knowledge of relevant Acts, codes of practice and local policies.
- Maintain accurate visit records and update appropriate Council systems in a prompt manner.
- Prepare detailed reports on outcomes and recommendations for further action.
- Ensure lone working procedures and personal safety protocols are followed at all times.
- Recognise and respond appropriately to vulnerable customers, referring to specialist support services including the charity sector, Council Services and other Government led schemes.
- The ability to work out of hours on a regular basis as part of the business need.
- Carry out inspections of new, altered, empty and occupied domestic and non-domestic properties.
- Identify new properties and changes affecting liability and report to the Valuation Office Agency (VOA) promptly.
- Serve Council Tax and Business Rates completion notices where appropriate.
- Collect and record accurate inspection evidence including photographs and site notes.
- Contribute to the maintenance of accurate Council Tax and Business Rates tax bases.
- Verify entitlement to discounts, exemptions and reliefs including Single Person Discount, empty property exemptions and Disabled Band Reduction.
- Carry out inspections relating to part-occupation (Section 44A) and other discretionary reliefs.
- Prepare statements and attend court or tribunal hearings as required.

- Undertake visits for Council Tax & Business rates relating to debt recovery.

#### **4. Service Planning & Development**

- Maintain knowledge of the current Team Plan and understanding of own contribution in order to ensure delivery of this plan.
- Assist in the development of the service through participation and contribution to team meetings.
- Implement updated working practices to ensure that the service maintains a 'commercial' approach to its activities and adopts best practice wherever possible.
- Support the Management team in the development and implementation of new ways of work to provide more efficient and effective service.

#### **5. Financial & Resource Management**

- Demonstrate cost-consciousness and identify any cost effective changes to own way of working.
- To ensure all purchasing and procurement is conducted in line with the corporate guidelines with appropriate use of the Council's financial systems.

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#### **6. Service Improvement**

- Identify and suggest any improvements to current ways of working in order to deliver a more efficient and effective service for customers.

#### **7. Contacts**

- Develop and maintain good working relationships with Revenue & Benefit, planning & private sector housing colleagues and other officers of the council to ensure maximisation of information sharing expertise on all relevant matters and developments for the benefit of the services.
- Develop and maintain working relationships with other authorities, professional bodies and relevant outside organisations to maximise the effectiveness of the services in particular the Valuation Office Agency.

#### **8. Additional Responsibilities**

- Complete other reasonable tasks in order to fulfil role purpose or as instructed by management.
- This profile/JD is not intended to be exhaustive list of duties the post holder will carry out. Other reasonable duties commensurate with the level of the post, including supporting emergency and priority situations will form part of this role.

#### **9. Key Performance Indicators**

- Adherence and knowledge of Revenues KPIs as reported to the Council's Corporate Management Team.

- Compliance with KPIs as documented and agreed within annual Performance and Development Appraisal (PADA).

# Person Specification

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

<b>1. QUALIFICATIONS</b> (list)	<b>ESSENTIAL</b> ✓	<b>DESIRABLE</b> ✓
A relevant qualification in Revenues such as IRRV or equivalent experience.		✓
Educated to GCSE standard or Equivalent.	✓	
Maintain professional Accreditation by conducting, recording and maintaining Continuous Professional Development (CPD)	✓	
<b>2. STATUTORY or ROLE SPECIFIC REQUIREMENTS</b> (describe)	<b>ESSENTIAL</b> ✓	<b>DESIRABLE</b> ✓
Full driving licence and access to a vehicle with suitable insurance cover for business use	✓	
Able to work flexibly, including travel to a variety of locations in the borough, work during outside of normal business hours regularly and participate in cover during Council office opening hours.	✓	
<b>3. EXPERIENCE</b> (describe)	<b>ESSENTIAL</b> ✓	<b>DESIRABLE</b> ✓
Ability to work independently and manage own caseloads.	✓	
Experience in report writing to a broad readership.		✓
Experience in detailed note taking.	✓	
Experienced and effective communicator, engaging with individuals under a diverse range of circumstances and in contentious situations with the ability to negotiate and diffuse situations.	✓	
Experience in conducting lines of enquiries to support decision making.		✓
Experience in representing the Council at court or tribunal.		✓

4. KNOWLEDGE & SKILLS (list)	ESSENTIAL ✓	DESIRABLE ✓
Knowledge of GDPR/relevant Data Protection legislation and an understanding and appreciation of the importance of maintaining confidentiality.	✓	
Ability to keep accurate and complete records, fully embracing Technology, Digital and Business Intelligence.	✓	
Commitment to complying with the Health and Safety regulations associated with the post.	✓	
Understanding of the rules of NNDR/ CTax	✓	
Ability to apply a creative mindset to problem solving, to question any assumptions that may have been made and back up decision making through information and fact.	✓	
Knowledge of debt recovery processes within business rates and Council Tax.		✓
Knowledge of Council Tax and Business rates completion notices, exemptions, discounts and working practices.		✓
Ability to undertake visits on a regular basis.	✓	

## **Our values**

### **Respect**

We appreciate what makes us different and include everyone.

- We recognise that we all have unique talents, skills and experiences.
- We provide a professional service to our residents and colleagues and lead by example.
- We celebrate diversity and ensure our working practices are inclusive.

### **Collaborative**

We believe in the power of working together.

- We work collaboratively as one council.
- We promote creativity and innovation to improve outcomes for all.
- We recognise the strength of sharing knowledge and experience.

### **Efficient**

We deliver the best possible outcome by carefully managing our resources.

- We are empowered to deliver the most efficient outcome.
- We harness new technology and tools to deliver our services efficiently.
- We look after our finances and maximise value for money for residents.

### **Integrity**

There is no gap between what we say and do.

- We choose what is right over what is easy.
- We trust and support each other to get the job done.
- We are responsible and accountable for our actions, both good and bad.

### **Open and honest**

We are transparent in the actions and decisions we take.

- We provide a safe space to have truthful discussions in a positive way.
- We encourage constructive feedback without fear of judgement.