



ADUR & WORTHING
COUNCILS

Job Description

Authority:	ADC / WBC
Directorate:	Customer Services
Section:	Revenues & Recovery Team
Post Title:	Revenues & Recovery Officer
Post Number:	TBC
Accountable to:	Revenues & Recovery Team Leader
Management responsibility for:	None
Authority to liaise with:	Customers, Colleagues, Landlords, Estate Agents, Enforcement Agents, Other Local Authorities, the Valuation Office Agency, Solicitors and other Stakeholders
Meetings attended on a regular basis:	Daily comms cell meetings with Revenues & Recovery Team
Work style	Flexible

Principal purpose of job (role summary)

To promptly and efficiently assess liability, award appropriate discounts, consider and negotiate payment arrangements, provide assistance in Court hearings and to review and ensure the appropriate recovery and enforcement action is taken in relation to the administration and collection of Council Tax, Business rates and BID levy liabilities, in accordance with prevailing legislation, litigation, guidance, best practice and local policy.

To optimise the sustainable collection of these Taxes to maximise revenue for the Council whilst taking into account the resident's financial circumstances and any potential vulnerability.

Main duties, tasks and responsibilities of post holder

1.	To respond, make the appropriate decision and action Tax payers' queries through the Internet, email, telephone, face to face and written contact, promoting self-service options and being able to switch between these duties at short notice, resolving the query at the first contact whenever possible, whilst providing expert advice and professionalism to each individual query, taking into account any vulnerabilities. Taking ownership of work monitoring and all related responsibilities. Advising the Tax payer on the next steps and pre-empting their full requirements, so that their expectations are managed and the need for further contact regarding
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	the same query is reduced. Acknowledging issues that the Council can and cannot resolve and signposting the customer to alternative support agencies, such as debt support agencies, when necessary.
2.	To identify, co-ordinate and prepare paperwork for any uninhabitable and disabled reduction applications for properties that require visits, on behalf of the Inspectors.
3.	To identify and assist with newly built, demolished or altered properties from either information acquired from the Tax payer or planning approval and building regulation records, ensuring all records are passed to the Valuation Office Agency, in order that the official listing can be updated.
4.	To obtain and collate the information and evidence required to create or maintain Council Tax/Business Rates records accurately, in accordance with national legislation, including local variations and procedures. To retrieve and cross check information against other sources, including the Valuation Office Agency, other Council databases, external credit agencies, the National Anti Fraud network (NAFN), enforcement agencies, Land Registry, Companies House, Electoral Roll, and property websites, for example Zoopla, and other Online resources.
5.	To maintain a deep and up to date knowledge of any legislation, litigation, guidance, best practice, local and national procedures and any office based procedures in relation to the Revenues & Recovery Service.
6.	To accurately and efficiently determine and verify liability, entitlement to any discounts or exemptions available and keep accurate records of any changes made to an account with concise but pertinent notes, as well as the recording of any advice provided to the customer, ensuring accurate, up to date records.
7.	To take responsibility for processing the weekly Valuation Office Agency (VOA) property schedule and to ensure that our software system, Academy, records all new property bands, amendments and deletions. This involves the backdating of charges and credits and potential adjustments to Council Tax Support. To verify and reconcile the Council's record on Academy with the VOA list.
8.	To maintain excellent customer service relations with the Tax payer through face to face interviews, phone calls, the Internet and written correspondence, providing highly detailed and accurate information to best help the tax payer's situation whilst ensuring you remain impartial, keep confidentiality and ensure professionalism at all times.
9.	To obtain and analyse the income and expenditure of a Tax payer through negotiation on the phone, or face to face with the customer. To then evaluate and understand the Tax payer's individual needs, financial constraints, potential vulnerability and overall debt position before negotiating, agreeing and inputting an appropriate payment plan or recovery action, to both secure the collection of unpaid debt and tailor to the individual Tax payer's financial position, whilst offering a full range of information is available to manage customer expectations. This requires autonomy, discretion and skill.
10.	To provide expert and accurate advice to customer service queries from the contact centre, Shoreham centre, face to face customer service advisors and any other internal agencies. This includes accurate record keeping of any interaction through detailed data input, helping to collect and ensure up to date records.

11.	To be able to take complex query cases from the customer services team when enquires are either too difficult for the customer services team, or which meet the “hand off” criteria. To then be able to offer expert advice directly to the customer, assessing the query and negotiating a suitable payment plan or recovery option with a potentially difficult, aggressive or vulnerable customer. This will potentially involve tailoring the income and expenditure approach to each individual query, whilst taking a significant amount of autonomy and ongoing responsibility for the outcome.
12.	To handle and process sensitive financial information over the phone, face to face, via email, post or in co-ordination with internal departments, such as bank account details, bank statements, benefit information or pay slips. Taking responsibility to ensure all information received remains confidential, is input correctly and handled with care, whilst adhering to the terms of the General Data Protection Regulation 2018 (GDPR). This involves taking direct payments from customers over the phone using Paye.net software, in line with financial regulations, setting up direct debits, transferring large sums of money and setting refunds, ensuring the security of customers’ data at all times.
13.	To appropriately apply the most beneficial recovery and enforcement action in accordance with legislation, procedures and agreed policy, in order to recover unpaid debt. To prepare the necessary documentation to enable enforcement action to occur, setting attachment of benefits and attachment of earnings. Tracing absconded debtors using a variety of resources, including, but not limited to, the National Anti Fraud Network database.
14.	To be able to identify any potential vulnerability, signposting Tax payers to additional help or communicating with other departments and external agencies where appropriate, to help resolve the Tax payer’s debt position.
15.	To have knowledge of benefits, welfare options and support agencies to help low income and potentially “at risk” or vulnerable customers manage their Council Tax and other debts, whilst aiding to prevent the escalation of future debts, through accurate and expert advice.
16.	To ensure that all Council policies and safeguarding procedures are adhered to when dealing with Tax payers who are distressed, vulnerable or potentially vulnerable. Signposting Tax payers to the appropriate departments, to ensure their safety and wellbeing.
17.	To attend and assist in Magistrates Court hearings, providing face to face interviews with debtors, offering expert advice and knowledge, whilst dealing with potentially distressed customers efficiently, arranging potential payment plans without the assistance of IT support. This requires detailed and accurate knowledge, autonomy and high levels responsibility in the face of potentiality challenging behaviours and complex needs.
18.	To issue reminders, final notices, summonses, 14 day letters in regards to the recovery procedure and time table.
19.	To make decisions regarding the removal or retention of legal costs incurred.
20.	To help administer the visits database in respect of Council Tax and Business Rates, keeping detailed records of visits undertaken. Ensuring the Inspectors’ findings are reconciled against details held on the Academy system and taking

	further action as required, using the P-Trail, Microsoft Access software.
21.	To assist with any logging, scanning, indexing and the distribution of items of incoming documentation, to ensure an efficient, up to date and accurate record is kept.
22.	To record and maintain accurate records of daily figures, providing valuable feedback to help assess and maintain work management and to identify any potential issues. This includes attending daily meetings, providing work and team performance based statistics and sharing ideas in regards to service improvements, workload etc.
23.	To maintain an excellent, up to date knowledge, of all Council Tax, Business Rates, BID Levy, EDRMS and other associated software systems that are relevant to the administration of liabilities. Assisting with the testing of new and updated systems, such as, Academy, Information At Work, P-Trail, G-Suite and other external agency systems.
24.	To ensure that daily billing is completed accurately and efficiently, to enable billing to be on time and the information received by the Tax payer is correct.
25.	To identify any fraudulent claims with regard to discount applications, exemptions or reliefs. Reporting promptly to the finance manager to then be further investigated by the Corporate Fraud Team.
26.	To be proactive in identifying any barriers that Tax payers face in accessing the service, and contribute to continual service improvement.
27.	To assess and check the completion of work carried out by other departments in relation to Council Tax, ensuring all reports are accurately recorded on a quality monitoring sheet, illustrating training needs for other departments, including customer services, the housing benefits team and face to face customer services advisors.
28.	To be able to assist with any training and peer support of colleagues to develop a consistent customer service approach.
29.	Work as part of an effective team, with a flexible approach to cover the wide variety of duties and demands, including covering or providing assistance in any section of the department when necessary, whether due to annual leave or sickness.
30.	Undertake all duties in accordance with Council policies, in particular those relating to Customer Care and Equal Opportunities.
31.	Undertake such other duties as may reasonably be allocated to the post holder, which may involve providing assistance in any section of the department as may be required from time to time.
32.	Undertake any duties regarding health, safety and welfare at work, civil contingencies and business continuity which may reasonably be allocated to the post holder as a result of legislation, codes of practice or Council policies.
33.	Promote the service and Council positively at all times.
34.	To adhere to all aspects of confidentiality and GDPR in order to comply with the

	law. To observe all policies and guidelines as defined by GDPR or your service data controller.
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The post holder will be required to undertake such other duties as may be required within the grade and competence of the post holder. Therefore, the list of duties in this job description should not be regarded as exclusive or exhaustive.

Duties will be set out in this job description but please note that the Council reserves the right to update the job description, from time to time, to reflect changes in, or to, the role. The post holder will be consulted about any proposed changes. Significant permanent changes in duties and responsibilities will require agreed revisions to be made to this job description.

Job Description agreed by:

Post holder: <i>(print name)</i>	
Signature:	
Date:	
Line Manager: <i>(print name)</i>	
Signature:	
Date:	
Executive Head of Service: <i>(print name)</i>	
Signature:	
Date:	