



**JOB DESCRIPTION (JD)
AND EMPLOYEE
SPECIFICATION (ES)**
Standard Template

JOB TITLE:	Revenues Assistant		
GRADE:	G6	24-29	SERVICE AREA:
JOB CODE:	R015a		Money Home Job
REPORTS TO:	Value Adder	LOCATION:	Walsall Council
SPECIAL CONDITIONS:	That in booking leave regard is given to service/team needs, workloads and deadlines, in particular at the beginning and end of the financial year in order to maximise resources during peak customer demand and to ensure delivery of end of year performance targets.		

1. Main purpose of the job role:

To assist in the delivery of one of more of the following functions:

- Valuation, billing, collection and enforcement of council tax and business rates;
- Dealing with customer and other stakeholder enquiries; giving advice and information and assistance in person, by phone, letter and/or other electronic methods;
- The control and maintenance of financial and other systems;

According to legislation, government performance standards and Council policy, procedures and objectives.

To have the required knowledge and experience of one or more of council tax, business rates and benefit legislation and procedures, as specified.

To provide a progressive and responsive service to customers.

2. Role specific duties and accountabilities:

Reports to one of: Revenues and Benefits, Finance or Systems Team Leader.

Responsible over None

3. Corporate duties and accountabilities:

1. The post holder will comply with and promote the Council's Health, Wellbeing and Safety at Work policies and ensure these are implemented effectively within his/her areas of responsibility.
2. Through personal commitment and clear action, the postholder will promote the Council's employment policies, with particular reference to diversity, equality of access and treatment in employment, service delivery and community involvement.

To support/develop a working culture within these services that reflects the corporate vision.

3. Ensure that the services provided aligned to the Council strategy, vision, aims, objectives, priorities and continuous improvement programme and play their part in achieving these. This includes compliance with Standing Orders, Financial Regulations, Code of Conduct and the Councils Policies and Procedures.
4. This job description sets out a summary of the duties and accountabilities of the role. It is not intended to be exhaustive.

In accordance with legislation, government performance standards and service objectives

5. To assist in the delivery of a professional, customer focused high quality service to achieve the key Directorate targets.
6. To contribute to the continuous improvement of performance in the administration of benefit, council tax and business rates.
7. To keep up to date with changing legislation and regulations.
8. To use a personal computer to view and update the on-line computer system and to produce standard/non-standard letters.
9. To have a thorough understanding of the relevant computer systems to identify, report on and action any inconsistencies and rejections.
10. To respond accurately to routine correspondence, including emails, using Plain English and within specified timescales.
11. To respond effectively to enquiry's received through telephone calls or personal visits, in accordance with the Council's customer care guidelines.
12. To liaise with other sections, services or external agencies/organisations, e.g., Valuation Office Agency , Citizens Advice Bureau, DWP, Rent Officer etc.
13. To work flexibly as a member of a team, and organise and prioritise your own workload, according to the needs, priorities and objectives of the service and as directed by the team leader.
14. To support and contribute to effective communication within the team/service.
15. To assist when required in other functional areas according to the needs of the service and within your current skills and knowledge, including administrative and clerical functions within the Service Support team.
16. To assist in maintaining monitoring systems and records to ensure that Council standards are met.
17. To attend training and briefing sessions as required.
18. To support and implement the services policies to achieve the mainstreaming of equality of opportunity.

19. To ensure that all responsibilities are carried out under relevant health and safety legislation, and Council and Departmental policy.

20. To support other activities consistent with the basic duties and/or objectives of the post.

Local Taxation

To maintain the accuracy of the database by updating records in response to notification or initiating the appropriate investigations/enquiries as necessary where information is unavailable, disputed, inaccurate or incomplete.

To establish liability, entitlement to exemptions, discounts and relief's in accordance with legislation, regulations and case law.

To negotiate arrangements in line with the payment arrangement policy and determine appropriate course of action to collect and recover local taxes.

This job description sets out a summary of the duties and accountabilities of the role.

It is not intended to be exhaustive.

JOB TITLE	GRADE	
Using the Job Description consider what essential behaviours, abilities and knowledge are required by a person to perform each of the main activities and accountabilities of the job safely and effectively.	Indicate when Assessment is possible: at Application form=A interview=I both=A/I test = T	WEIGHT CODE shows relative importance Low=1 Medium=2 High=3
Behaviours: <i>refer to corporate behaviours document</i>		
Professionalism - Actively seek ways to prevent over-complication or confusion of service delivery through innovation, being open to change and the removal of barriers including challenging negative behaviours.	A/I	3
Leadership - Leads by example, optimising those resources allocated, Communicates clearly taking account and welcoming feedback. Takes a positive and resilient approach to change understanding the longer-term vision of the Council and/or service areas.	Not Applicable	
Accountability - Adopt a 'can do' attitude in the work that I deliver taking accountability for my own performance and development and responsibility for my actions and decisions. I will demonstrate inclusivity and promote the values of diversity and equality.	A/I	3
Transparency - Work with others to reach a common goal; sharing information, supporting colleagues and searching out expertise and solutions from relevant partners and/or communities we serve.	A/I	3
Ethical - Aware of own impact on others through valuing openness, treating everyone with respect and listening carefully to understand the views of others in order to build trust.	A/I	3
Abilities/Skills: (refer to JE guidance document)		
Ability to organise own workload and to meet standards	A/I	3
Ability to work independently and as part of a team in a pressurised environment that is subject to frequently changing circumstances in order to meet deadlines.	A/I	3
Ability to communicate effectively in writing and verbally including: Contact/liaison with officers and external agencies; Writing clearly and plain English in response to routine correspondence and answering routine customer enquiries (via telephone or in person) in accordance with customer service standards; Participating constructively in team meetings and support continuous team and service improvement.	A/I	3
Ability to help and advise customers in a professional and empathic manner.	A/I	3
Ability to assist in setting and contributing to team objectives as part of the service planning and monitoring process.	I	3
Ability to assist in the development of procedures and good working practices.	I	3

Knowledge of benefits and/or local taxation legislation, regulations and internal procedures or of working in a legislative and processing environment.	I	2
Ability to interpret instructions, follow procedures and carry out clerical and administrative duties accurately and within deadlines.	A/I	3
Ability to use databases and IT systems to access and update information	A/I	3
Enthusiasm, commitment, perseverance and flexibility to support change	A/I	3
Ability to achieve targets and deliver successfully to tight deadlines under supervision.	A/I	3
Ability and commitment to team and working flexibly to meet customer, team and service needs.	I	3
Commitment to personal development through structured training	I	2
Knowledge/Experience: specify type, level and qualitative (not quantitative required); if any.		
Experience of working within a council tax, business rates or welfare/benefits environment	A/I	3
Experience in working in a customer service environment	A/I	3
Evidence of continuous professional development (where applicable)		
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Qualification: Specify any qualifications that are a minimum requirement, please include any equivalent qualifications that would be deemed acceptable or if this can be obtained through on the job experience.		
Good literacy and numerical skills equivalent to GCSE standard	I	3
Other Essential Requirements		
An awareness of, and commitment to, equality of opportunity	I	2
Awareness of, and commitment to, confidentiality and handling data	I	2
An awareness of, and compliance to health and safety at work, data protection, freedom of information and other statutory requirements	I	3
Prepared by:	Mark Fearn	Date: 12 July 2019