



JOB TITLE:	Revenue Inspector		
GRADE:	G5	SERVICE AREA:	Customer Engagement
JOB CODE:	RT493REVEG5		
REPORTS TO:	Value Adder	LOCATION:	Civic Centre / Hybrid Majority of the time will be spent visiting properties.
SPECIAL CONDITIONS:	<ul style="list-style-type: none">• Working outdoors• Your designated place of work will be the Civic Centre. The council operates customer focused hybrid ways of working. This is subject to change and you may be required to work from other locations, short or long term.• This post is covered by the Government's Code of Practice on the English Language Fluency Duty for public sector workers. The Post holder will be required to communicate verbally with customers and provide advice and/or information in accurate spoken English.		

1. Main purpose of the job role:

- undertake property inspections and other enquiries to establish liabilities and new properties for council tax and business rates.

2. Role specific duties and accountabilities:

- To receive information from Planning and other sources regarding new properties and to liaise with the Valuation Office Agency enabling visiting officers to inspect properties to establish liabilities, completion dates and reliefs.
- To liaise with owners, managing agents, residents and occupiers to establish information relevant to local taxation liabilities and reliefs, including NNDR mandatory and discretionary relief and Council tax disabled discount.
- To maintain an awareness of the taxable property base and of potential development sites and where possible to give early warning to senior officers of significant changes.
- Maintain knowledge of relevant Council Tax and Business Rates, ensuring that processes and decisions apply in accordance with law and policy guidelines.
- To receive information from senior staff and other officers in respect of cases where a personal visit is required or evidence requires validation at external locations.

- To maintain the accuracy of the database by updating records
- Communicate with customers and other interested persons, by telephone, letter and other means to identify occupiers, owners, small businesses and other liabilities and reliefs from rates and to validate claims.
- Assist in the preparation of the Council Tax Base by annually reviewing the number of new properties due to be built in any one financial year and monitor business rate growth
- Prepare and issue completion notices to comply with Local Government Finance Acts

3. Corporate duties and accountabilities:

- 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 their areas of responsibility.
- A priority for the Council is the protection of vulnerable people, ensuring they are able to live as independently as possible. The post-holder will promote and engage with Council's responsibility to safeguard the welfare of children, young people and adults, and protect their right to be safe from harm.
- 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.
- 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.
- This job description sets out a summary of the duties and accountabilities of the role. It is not intended to be exhaustive.



JOB TITLE: Revenue Inspector		GRADE: G5
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:		
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:		
Ability to work independently and as part of a team in a pressurised environment that is subject to frequently changes circumstances in order to meet deadlines.	A/I	3
Proven ability to communicate effectively in writing and verbally including: Complex written replies to customers and collation of information for senior officer, team leader and members. Writing concise letters and answering customer's enquiries (via telephone or in person) in plain English in accordance with customer service standards. Contact/liaison with officers and external agencies. Participating constructively in team meetings and supporting continuous team and service improvements and objectives.	A/I	3
Ability to co-ordinate, plan, prioritise own workload and consistently meet set targets.	A/I	3
The ability to communicate verbally with customers and provide advice and/or information in accurate spoken English is essential for the post.	I	3
Knowledge/Experience: specify type, level and qualitative (not quantitative required); if any.		
Excellent customer service skills and the ability to deal with conflict.	A/I	3
Demonstrate knowledge of Council Tax / Business rates regulations	I	2

Knowledge of computer packages, including the Microsoft Suite and have the sufficient knowledge and skill to be able to use computers effectively.		A/I	3
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.			
Excellent literacy and numeric skills including mathematics and English to GCSE or equivalent.		A/I	2
Other Essential Requirements			
An awareness of, and commitment to, equality of opportunity		I	3
Awareness of, and commitment to, confidentiality and handling data		I	3
Ability to drive and have use of own car on a daily basis		I	3
Prepared by:	Mark Fearn	Date:	Feb 25