

# JOB PROFILE

<b>Job Title:</b>	Revenues Officer
<b>Service Area:</b>	Revenues
<b>Grade:</b>	4 – 6 (Career Grade)
<b>Reporting Manager:</b>	Senior Revenues Officer
<b>Direct reports:</b>	None

## Job summary:

To be part of the Team responsible for the Administration, Collection & Enforcement of all aspects of Council Tax, Business Rates, Business Improvement District Levy, and all other miscellaneous income due to the Council.

## Key responsibilities:

To provide up to date quality advice to customers on Council Tax and Business Rate matters in relation to Billing, Collection and Enforcement.

To ensure that accurate records are maintained, and administrative systems are up to date and accurate using appropriate software package, electronic document management system and manual files, records, and registers.

To maintain a detailed knowledge of relevant legislation.

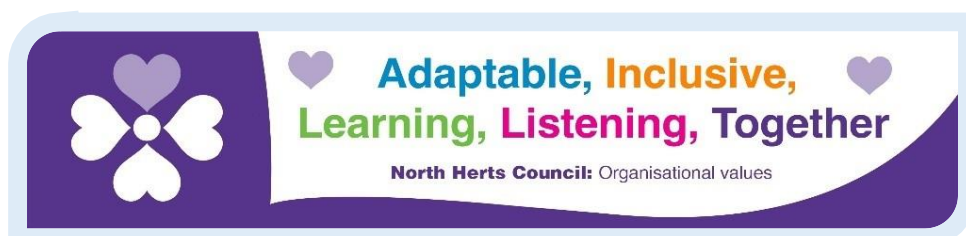
To negotiate payment arrangements and to take appropriate action if these are not maintained.

Progression to Grade 6 is subject to Service area requirements, and candidates must have proven experience in representing the Council in the Magistrates Court.

Please follow this link to read your general responsibilities:

[General responsibilities for employees | North Herts Council \(north-herts.gov.uk\)](http://north-herts.gov.uk)

Key Requirements:		Essential desirable
<b>Qualifications:</b>	Educated to GCSE standard or equivalent.	E
	Basic level certificates in Word and Excel.	D



<b>Job related experience &amp; knowledge:</b>	<p><b>Level 1 (Grade 4)</b> – No experience required.</p> <p><b>Level 2 (Grade 5)</b> – Sufficient legislative knowledge to be able to competently administer Council Tax from Billing stage through to recovery of unpaid tax. This would have typically been gained with 2 years' experience.</p> <p><b>Level 3 (Grade 6)</b> – Experience as at Level 2 to include the ability to deal with customers face to face and represent the Council at the Magistrates Court. This would have typically been gained with 2 years' experience.</p> <p>Excellent keyboard skills and use of Microsoft Windows and Microsoft Office suite of programmes.</p> <p>Knowledge of Financial Regulations</p>	<p>D</p> <p>E</p> <p>E</p> <p>E</p> <p>D</p>
<b>Skills &amp; attributes required for the role:</b>	<p>Confident in conversing in fluent English which is sufficient to fulfil all aspects of the role.</p> <p>The ability to deal comfortably with others and express your views in a clear and succinct manner.</p> <p>To be able to use your initiative and discretion and make decisions based on the situation confronting you.</p> <p>To be able to deal with situation, that may become stressful either to you or the person that you are dealing with.</p>	<p>E</p> <p>E</p> <p>E</p> <p>E</p>
<b>Other:</b>	<p>Experience of working as part of a team.</p> <p>To have the willingness to adapt to a changing environment and meet differing challenges.</p> <p>To have regard for the duty of care of information (with particular reference to the Data Protection Act and Freedom of Information Act) gained during the course of employment.</p> <p>Job role requires a Basic DBS check</p>	<p>D</p> <p>D</p> <p>E</p> <p>E</p>

Signed.....

Date.....

