
Recruitment information

Job description and person specification

Your title	Revenues Assistant (Recovery & Inspection)
Your team	Finance
You would be based	At the Civic Centre in Esher
Your Line Manager	Recovery and Inspection Officer



Elmbridge
Borough Council
... bridging the communities ...

About the role

Your role will include working on cases where recovering council tax and business rates arrears, with some assistance on sundry debts and housing benefit overpayments, will be needed. Sometimes these could be quite complex cases which will draw on your experience and knowledge of debt management and dealing with sensitive and difficult situations. You will be supporting some of our most vulnerable customers; helping them to access support that could possibly improve their situation.

The main purpose of the role:

- To work alongside the Recovery and Inspection Officer in the recovery caseload of Local Taxation debt to ensure all cases are monitored and moved to the appropriate recovery stage at the earliest opportunity.
 - Have contact with taxpayers by phone, written and face to face to advise and make appropriate payment arrangements.
 - To assist, as required, to carry property inspections for council tax and business rate properties to confirm properties are empty, identify new taxpayers/owners, confirm reduction entitlements and contact debtors.
-

Specific duties and responsibilities

- You will use Microsoft Office (in particular Excel) where required.
- You will update and maintain revenues, benefits and sundry debts software.
- You will use good communication and negotiation skills, which will allow you to deal with difficult situations in a tactful and assertive manner.
- You will maintain a good knowledge of the relevant legislation and court cases, plus different recovery methods and their legal requirements to ensure any actions taken are legally appropriate.
- You will review and monitor all recovery cases to make sure they are at or progressed to an appropriate recovery stage without delay.
- You will make appropriate payment arrangements and monitor all arrangements in place.
- You will refer appropriate accounts to the Council's authorised Enforcement Agents, utilising the online portal to respond to subsequent enquiries from customers.
- You will initiate Attachment to Earnings and Attachment to Benefit Orders, monitoring the arrangements and taking remedial action as required.

- You will trace absconded defaulters through data searches, initiating correspondence and telephone enquiries to landlords, agents, solicitors and other organisations.
 - You will assist the Recovery and Inspection Officer at the Magistrates Court, making payment arrangements and undertaking any appropriate follow-up action.
 - You will be expected to personally contact (using both phone and personal calling) debtors.
 - You will have and maintain a close liaison with other relevant sections of the Council and external organisations.
 - You will need to provide cover to ensure that sundry debts and housing benefit overpayment enquiries are processed and kept up to date.
 - You will deal with sundry debtor enquiries.
 - You will assist in aspects of Valuation, including site visits, updating the system, liaising with the other departments (both internal and external) to ensure the valuation lists are properly maintained and revenue is maximised.
 - You will assist in a controlled inspection programme, visiting properties to confirm discount/exemptions, applications for disabled relief and other ad-hoc inspections that are required and keeping an accurate record of each visit/inspection.
-

What's missing?

Our job descriptions cover as much of the role as we can possibly get down in writing, but issues will arise, and we hope and expect that you will understand that and take on-board other tasks from time-to-time, in keeping with your role of course.

Your conduct

We expect the highest standards of conduct from our employees and at all time you must carry out your duties with integrity and in accordance with the Code of Conduct for employees.

Equal opportunities

We have a strong commitment to achieving equality of opportunity and expect all employees to implement and promote our policy in their own work.

Health and safety

We are committed to a healthy and safe working environment and expect all employees to implement and promote its policy in all aspects of their work.

Personal and sensitive data

You will have regard for the duty of care owed to personal data and sensitive personal data and any other confidential or sensitive information which you access in the course of your employment ensuring adherence to the Data Protection Act and the Council's Information Security Policy and related guidance.

Talent development

We have a talent development programme that includes regular one-to-ones, mid-year reviews, end of year performance reviews and a strong and varied learning and development programme.

You will be expected to get involved in this talent programme to ensure you are performing at the highest level.

Possibility to be sponsored to obtain an IRRV professional qualification

Confidentiality

We are committed to maintaining privacy of all staff and customers. We expect all staff to handle all individuals' personal information in a sensitive and professional manner. All staff are under an obligation not to gain access or attempt to gain access to information they are not authorised to have.

Person specification

Please read the details on this form carefully before you complete your Application Form. This form lists the essential requirements needed in order to do the job.

Your written application will be considered in relation to the essential knowledge, skills, abilities, education and experience required for the job and candidates will therefore be selected for interview on this basis.

Elmbridge Borough Council is committed to providing the best possible services and ensuring they are accessible to all who need them irrespective of race, colour, ethnic or national origin, religious or political belief, Trade Union activity, age, disability, being male or female, married or unmarried, sexuality.

What you need to tell us on your application form:

- You will need to tell us throughout your application form and at interview how you can contribute to providing good quality services for all.
- For each of the requirements listed overleaf, you will need to explain how your skills, abilities, knowledge, education and experience make you suitable for this post.
- These may have been gained through previous employment, voluntary/community work, spare time activities, home responsibilities, training or languages spoken.
- You should also include anything else relevant to the job which you think we should know about.

We regret that we can only consider applicants who are already eligible to work in the United Kingdom

Revenues Assistant (Recovery & Inspection)

Team: Finance

Hours: 36 hours per week

Salary: £21,955 - £29,403

Car Allowance: Occasional C4

Key requirements	Desirable/ Essential	To be tested by: Application1 (A) Test (T) Interview (I)
------------------	-------------------------	---

Qualifications and Education		
Good general standard of education to GCSE grade standard, or equivalent.	E	A/I

Experience		
Familiarity with a computerised data system and updating records in live environment.	E	A/I
Familiarity of working with legislative/ administrative or other rules/regulations and the need to interpret these in individual circumstances.	E	A/I

Knowledge, skills and abilities

Ability to deal diplomatically with difficult situations.	E	A/I
High standard of customer care & communication skills.	E	A/T/I
Knowledge of Local Taxation or relevant industry skills. (e.g. debt management, dealing with sensitive and difficult situations etc)	E	A/I
Ability to use own initiative eg to identify sources of information and problem solving.	E	A/T/I
Prepare and manage own work ensuring a high standard of professional competence and accuracy and that targets are met.	E	A/T/I
Team Player	E	A/I
Organised and able to maintain clear, accurate records of information sources.	E	A/I
Pleasant and friendly manner and ability to get on with people at all levels.	E	A/I
Good knowledge of Microsoft Office, particularly Excel	E	A/T/I

Special requirements		
Valid driving license.	E	A/I
Access to own vehicle to undertake inspections	D	A/I
Appropriate professional appearance as representing the Council at customers' homes and at court etc.	E	A/I
A standard DBS Disclosure is required for this position.*	E	A
*This can be obtained after you have been offered the post.		