

LONDON BOROUGH OF LEWISHAM

JOB DESCRIPTION

Designation:	Revenues Officer	Grade: SO1
Reports to (Designation):	Council Tax Debt Collection & Investigation Manager	Grade: PO3
Directorate:	Corporate Resources	Section: Revenues & Benefits

Main Purpose of the job:

Administer Council Tax accounts and other revenue streams in line legislation. Prepare and represent the Council in the Magistrates Court, County Court, High Court and Tribunals. Efficiently and effectively recover debts due to the Council. Assist with the management and monitoring of the Enforcement Agents and other collection agents. Maximise collection in accordance with Financial Procedures and statutory regulations. Provide a high standard of service to customers.

Summary of Responsibilities and Personal Duties:

- 1 Execute your duties in accordance with legislative requirements, the division's Service Plan, policy requirements, financial procedures, the recovery timetable and those determined by your manager.
- 2 Effectively respond to all enquiries received by letter, telephone, in person and electronically.
- 3 Ensure all necessary action is taken to collect revenue efficiently and effectively & process applications for discounts and other reliefs, with due regard to internal and external fraud prevention and detection.
- 4 Ensure all work is carried out in accordance with procedures, agreed time scales and those dictated by legislation.
- 5 Deal with difficult queries including complaints by correspondence, telephone, face to face and electronically, ensuring timely, accurate, appropriate responses and suggest remedial action where weakness in service delivery is identified.
- 6 Submit irrecoverable debt for write off in line with delegated powers, audit requirements and internal procedures.
- 7 Comply with procedures to maintain an accurate database, fulfill audit requirements, and meet / exceed internal & external accreditations.
- 8 Undertake proactive work and participate in outreach work to improve collection.
- 9 Establish effective liaison with external bodies and partners and maintain good working relationships to assist the collection of revenue.
- 10 Liaise with and instruct the Enforcement Agents (and other relevant bodies i.e. Solicitors / Process Server) on the appropriate course of action, to ensure effective revenue collection. Report to your manager on their performance.
- 11 Prepare cases relating to proceedings at the Magistrates Court, County Court and other courts and Tribunals as directed. In this regard, maintain close contact with the various courts, collection agents, the Enforcement Agents and other relevant bodies as required.

- 12 Represent the Council and provide evidence at the Magistrates' Court to successfully obtain Liability Orders and at Committal Hearings. Represent the Council in court to defend Liability Orders where application to set aside has been made.
- 13 Attend the County Court to make successful applications for Charging Orders and Bankruptcy Orders. Attend court and deal with applications to set aside Statutory Demands and annulment applications.
- 14 Deal with all aspects of Insolvency where the Council is not the petitioning creditor and ensure information is passed to the Official Receiver / Trustee as required. Maintain accurate records of all insolvency cases.
- 15 Identify and prepare cases for committal hearings, interviewing customers where required.
- 16 Make application for warrants of Arrest with and without bail as appropriate.
- 17 Prepare and issue Statutory Demands, make necessary checks with Social Services and liaise with solicitors to progress cases. Make applications for Bankruptcy Orders as required.
- 18 Prepare records and maintain statistics as directed. Deal with system reports and other output as required.
- 19 Adhere to the General Data Protection Regulation and be aware of your personal responsibilities.
- 20 Maintain a detailed knowledge of all relevant legislation, procedures and technology required to meet the demands of the post.
- 21 Take responsibility for own learning and development to ensure that an effective value added personal contribution to the divisions objectives is continuously maintained. Participate actively in all processes linked to the Performance Evaluation Scheme.
- 22 Act as a mentor/coach for staff as directed by the manager, providing guidance and advice to others. Mentoring of junior staff as required.
- 23 Assist the manager to design and implement training as required to satisfy business, service and personal development requirements.
- 24 Provide information for the reporting, management and quality of throughput on the team as required.
- 25 Contribute to the review of working processes and procedures as required.
- 26 Undertake quality checks to ensure accuracy of processing as directed.
- 27 Promote the Council's Equal Opportunities Policies and Values.
- 28 Provide a high standard of service with commitment to customer care and equal opportunities

Internal Contacts: These include Benefits, Customer Service Centre, internal Housing bodies, Financial Transactions Team, Finance, Legal, AFACT, Registrars, Concessionary Awards, Parking, Social Care, Children and Young People, Internal Audit, Internal Enforcement Agents, Information Governance.

External Contacts: This will include External Audit, Enforcement Agent Companies, Valuation Office, Civica, Telsolutions, Other Local Authorities, Police, Inland Revenue, DWP, Magistrates Court, High Court, Local Government Ombudsman, CIPFA, IRRV, Landlords/Letting Agents. External Housing

To carry out the duties of the post with due regard to the Council's relevant codes and procedures.

All employees are required to participate in the Performance Evaluation Scheme (PES) and to undertake appropriate training and development identified to enhance their work.

Undertake other duties, commensurate with the grade, as may reasonably be required.

Consideration will be given to restructuring the duties of this post for a disabled postholder

THIS JOB DESCRIPTION MAY NEED TO BE AMENDED BY THE DIRECTORATE TO MEET THE
CHANGING NEEDS OF THE SERVICE.

Number of fully managed staff: 0

Title:	Grade	No of posts
--------	-------	-------------

Number of partially managed staff:0

Title:	Grade	No of posts
--------	-------	-------------

PERSON SPECIFICATION

JOB TITLE: REVENUES OFFICER

POST NO:

DEPARTMENT: REVENUES & BENEFITS

GRADE: SO1

Note to Candidates

The Person Specification is a picture of the skills, knowledge and experience needed to carry out the job. It has been used to draw up the advert and will also be used in the shortlisting and interview process for this post.

Those categories marked 'S' will be used especially for the purpose of shortlisting.

Please ensure that Equality and Diversity issues are addressed specifically in relation to the role for which you are applying when addressing the requirements of this person specification where appropriate.

If you are a disabled person, but are unable to meet some of the job requirements specifically because of your disability, please address this in your application. If you meet all the other criteria you will be shortlisted and we will explore jointly with you if there are ways in which the job can be changed to enable you to meet the requirements.

Equality & Diversity

Awareness of and a commitment to Equality of Access and Opportunity in a diverse community	S
Understanding of how equality and diversity relates to this post	S
Statements in a 'customer facing' environment	S
Experience of applying Equal Opportunities to working practices and in own area of work	S
Demonstrate an understanding of customer care in service delivery and your commitment to delivering a responsive service that meets customer's needs	S

Knowledge

High level knowledge of collection and enforcement legislation	S
High level knowledge of the Magistrates Court proceedings in both Liability Order and Committal applications	S
High level knowledge of the County Court proceedings for the recovery of unpaid revenue	S
High level knowledge of Charging Order proceedings	S
High level knowledge of Insolvency proceedings	
Knowledge of Welfare Rights issues	

Aptitude

Engage with other organisations in order to fulfil legislative changes affecting enforcement of revenue
Work to tight deadlines on own initiative
Assess individual customer circumstances

Skills

Proven communication skills to communicate effectively in a variety of settings, including representing the council at court
Proven administrative and organisational skills
Proven interpersonal skills

Experience

Monitoring targets and performance, collating information and analysing statistical data for input into management reports	S
Managing conflicting priorities under pressure	S
Working in a revenues of similar environment	S
Experience of dealing with challenging customers	S
Conducting court hearings on behalf of the council	S
Dealing with complex cases and providing advice to junior staff	S

General Education

Sufficient to enable the preparation of statistical information, interpret legislation, produce reports and respond to complaints.

Personal Qualities

Decisive

Assertive

Self-Motivated

Circumstances

This post requires work commitment of 35hrs on a weekly basis

Comply with Dress Code

DBS Disclosure Required? **No** ☐ **Basic** ☒ **Enhanced** ☐

(Tick as appropriate – guidance available from your HR Advisor)

Physical

Generally candidates must meet the standard Lewisham requirements for the post, including an eye test.