

Job description



South
Cambridgeshire
District Council

Department: Finance and Resources	Location: South Cambs Hall
Job title: Revenues Assistant	Post number:
Grade: Scale 15-20	SCP range: £21,836 - £25,099
Responsible to: Council Tax Team Leader	Responsible for: N/A
Health Considerations/ Risk/ Surveillance Required: VDU Habitual user	

Description of duties and responsibilities

Key result areas / overview

The efficient administration and collection of Council Tax and National Non-Domestic Rates. To deal with all aspects of Revenue Collection relevant to the Authority's administrative area. Total area of South Cambridgeshire comprises 68,000 Council Tax properties and 5,000 Commercial properties.

Key contacts / communication links

Internal: Chief Officers and colleagues

External: Members of the Public, Valuation Office Agency, Public Utility Companies, Solicitors and Property Agents.



Key responsibilities / specific duties

1. Maintain charge payers accounts and notify them of their liability to effect speedy and efficient collection of the Council's revenue.
2. Issue final reminders and summonses in cases of non-payment.
3. Negotiate with customers, arrangements to clear outstanding amounts and monitor these arrangements to facilitate efficient collection of arrears.
4. Advise customers of their entitlement to all discounts and benefits that may be available to them to ensure the correct level of charge is being made.
5. Liaise with Valuation Office Agency to ensure that all chargeable properties are entered into the Banding or Valuation lists.
6. Periodically review all discounts awarded to check the validity of awards.
7. Deal with enquiries by telephone, letter or in person as and when necessary within the Council's targets to meet the Council's published performance indicators.
8. Work in an internal and external customer related way in accordance with adopted procedures and good practice.
9. Assist in/manage the identification, development and implementation of Manual and Information Technology systems and procedures.

General to all job descriptions

1. To comply with the Council's Equal Opportunities policy, Code of Conduct and other relevant policy, procedures and legislation.
2. comply with / ensure compliance with the Council Data Protection Policies and the Data Protection Act and other relevant legislation.

3. This post carries specific responsibilities for Health and Safety in particular the carrying out/updating of Risk Assessments.



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4. South Cambridgeshire District Council's Safety Policy and other safety procedures and guidelines are deemed part of this job description. Employees must look after their own health, safety and welfare and be mindful of other persons who may be affected by their acts. Employees must co-operate and comply with management instructions regarding Health and Safety issues and report all accidents, incidents and problems as soon as practicable to their supervisor, manager or other senior members of staff available.
5. The responsibilities outlined above cannot totally encompass or define all tasks that may be required of the post-holder. The outline of responsibilities given above may, therefore, vary from time to time without materially changing either the character or level of responsibility or grade.

Job Description Last Reviewed: