



Revenues Inspector Officer

Reports to:	Billing and Collection Team Leader		
Department:	Resident Services	Grade:	SO1
DBS Status:	Basic	Politically restricted:	No

Job Purpose:

- Ensure that all Council Tax is billed, collected and recovered in accordance with prevailing legislation, case law, local policy and procedures. Billing activities include identification of the correct liable parties and liability dates, assessing entitlement to discounts exemptions and benefits, and the maintenance of accurate billing records for all customers.
- Responsible inspection of domestic and business properties in Brent, clarifying the status of properties and liable persons, to enable correct billing and recovery.
- Ensure that new properties and amendments to all existing hereditaments are correctly and promptly identified and that they are valued by the Valuation Office and the correct liable party is identified and billed.
- Ensure that discounts, exemptions and reliefs are properly applied and that the Council Tax and Business Rate databases are accurate, complete and up to date.
- To provide advice, information and assistance with enquiries, relating to the billing and collection of Council Tax

Values

Collaborate proactively.
Lead inclusively.
Embrace change.
Be bold and curious.
Celebrate and share our success.

Job specific roles and responsibilities

1. Establish correct liability for individual accounts, obtaining relevant information to validate this from customers and other stakeholders. This includes identification and award of discounts and exemptions, identification of Housing in Multiple Occupation, identification of the correct liable person and clarification of entitlement to Council Tax Support and changes to this in order to establish the net liability due. Engage with customers to obtain information required to maintain accurate billing and recovery records for Council Tax.
2. To inspect new and altered dwellings and hereditaments to ensure that the Council Tax and NNDR Valuation Lists are accurately maintained. Ensure that new properties and amendments to all existing hereditaments are correctly and promptly identified and that they are valued by the Valuation Office and the correct liable party is identified and billed.

3. To liaise with the Valuation Officer Agency on complex issues relating to enquiries or changes to the Valuation Lists.
4. To investigate properties to verify exemptions, discounts and reliefs and take appropriate action where those reliefs should be given or no longer apply.
5. Efficient and effective maintenance of the database in relation to new and altered properties and reliefs to ensure that all persons are properly charged for Council Tax and Non- Domestic Rates at the correct rate.
6. To keep abreast of legislation relating to the administration of Local Taxation, with an awareness of legislative issues affecting all areas of the Revenues & Benefits Service.
7. Deal with, and respond to, telephone/personal enquiries and correspondence from customers on the full range of Council Tax and Business Rate administration issues. Take in-bound calls and/or make outbound calls to customers to resolve enquiries and facilitate full payment or make payment arrangements in line with existing strategies.
8. Take ownership of Council Tax cases, ensuring records are accurate and making arrangements, negotiating payment arrangements, taking cases through the Council Tax recovery process and increasing the overall collection of Council Tax.
9. To take ownership and appropriate action to resolve enquiries within agreed levels of empowerment across a range of channels including phone, email, digital, web chat and social media.
10. To promote, encourage, educate and support customers to confidently access services via alternative channels to reduce service demand and support channel migration.
11. To efficiently and effectively search, utilise and update Council Tax and related databases and IT systems accurately to resolve customer enquiries, award discounts, process payments, log complaints and handle transactions in accordance with protocols for data entry and compliance.
12. To respect and understand the individual needs of customers and arrange appropriate support in order to ensure fair and equal access to services, including necessary translations or interpretation skills.
13. Maintain accurate, appropriate and comprehensive records of all customer contact.
14. Maintain positive relationships with all internal and external stakeholders to ensure the councils overall collections strategy is being achieved.
15. To plan and organise your workload to ensure that visits are conducted using the most cost effective route to maximise visits and minimise travelling time.
16. To be responsible for identifying and assessing risks on a visit by visit basis with particular reference to personal safety and to ensure that appropriate steps are taken to mitigate against such risks.

17. To manage priorities to ensure that your visit workload achieves specified KPI's.
18. To take proactive steps to comply with the Council's lone worker policy.
19. To co-ordinate visits with other relevant Council services where appropriate including but not limited to Licensing, Planning and Building Control and to effect appropriate data sharing arrangements accordingly.
20. To provide data concerning the timing and extent of new builds and planned demolition works within the Borough to help inform the Council Tax base used for tax setting purposes.
21. To serve completion notices on owners of Council Tax and Business Rates premises where a building is complete or is expected to be completed within three months for new and altered premises.
22. To establish and maintain effective working relationships with third party organisations and customers to facilitate the provision of timely and accurate information for billing and collection of Council Tax and Business Rates.
23. Liaise with Audit and Investigations and National Fraud Initiative on Council Tax cases.
24. Liaise with and work closely with Enforcement Agents to ensure the maximum return on the recovery of debts
25. Consider appropriate cases for hardship awards or for write off of in line with Council policy and procedures and make recommendations to Management.
26. To support more junior staff through buddying and 1-1 coaching and training.
27. To action Valuation schedules, report property changes to the Valuation Office Agency, liaise with the VOA about any discrepancies or enquiries regarding reports or changes to the Valuation Lists and to action VOA reconciliations.
28. Investigate complex enquiries, member enquiries, complaints and audit of accounts including the drafting of responses.
29. Safeguarding is everyone's responsibility and all employees are required to act in such a way that at all times safeguards the health and well-being of children and vulnerable adults.
30. Carry out duties with due regard to the Council's Customer Care, Equal Opportunities, Information Governance, Data Protection, Health and Safety and Emergency Planning & Awareness (including to provide assistance where available) policies and procedures.
31. Employees should embed environmental sustainability into their work, actively contributing to Brent becoming a carbon-neutral borough in 2030.
32. Undertake any other duties commensurate with the general level of responsibility of this post.

Safeguarding is everyone's responsibility and all employees are required to act in such a way that at all times safeguards the health and well-being of children and vulnerable adults.

We are committed to an inclusive workplace where everyone is treated with dignity, respect, and fairness. All employees are expected to promote equality, diversity, and inclusion, and candidates may be assessed on their ability to contribute to an inclusive working environment.

Undertake any other duties commensurate with the general level of responsibility of this post.

Essential Requirements (key skills & qualifications)

Knowledge and Qualifications

1. Knowledge and experience of providing customer focused advice, information, enquiry, transactions and complaints handling in a demanding customer facing environment across various access channels (face to face, telephone, post and online)
2. A broad understanding of Council Tax or debt recovery
3. Excellent knowledge of Microsoft Outlook, Excel and Word packages and the ability to effectively use a range of IT systems and applications

Experience

4. Experience in negotiation and influencing in a diverse, demanding and challenging environment.

Skills and Abilities

5. Ability to understand the needs of a diverse range of customers, and a commitment to securing the best possible outcomes for them.
6. Ability to remain customer focused whilst objectively dealing with distressed, agitated, confused or irate customers and resolve enquiries, requests, complaints so as to meet the individual needs of the customer and achieve effective resolution of the enquiry
7. Well organised, systematic and calm in approach, and able to work flexibly and effectively as part of a team by co-operating and supporting colleagues in the workplace.
8. Ability to effectively interpret a range of different legislation, policies and procedures and clearly explain the information to customers.
9. Excellent decision making skills and an ability to analyse problems to find solutions at the first point of contact

10. Excellent interpersonal, verbal and written communication skills.
11. Strong numerical, analytical, problem solving and decision making skills.
12. Ability to work independently as well as being able to contribute to a “total team” culture where there is a shared responsibility to achieve team objectives.
13. Well organised, systematic and calm in approach, and able to work flexibly and effectively as part of a team by co-operating and supporting colleagues in the workplace
14. Ability to take responsibility for own workload and decisions, work on own initiative and consistently meet deadlines while working under pressure (including deadlines and interruptions)
15. Ability to understand and adhere to the Council’s Equal Opportunities and Customer Care policies

Budget Responsibility (only applicable for Hay posts)

Overall Headcount (Hay and GLPC posts only)

Within reason these key deliverables may evolve to meet service need and it is expected that the postholder will be flexible and adaptable in their delivery to meet both service and council wide needs