JOB DESCRIPTION

JOB TITLE	Local Taxation and Assessments Processing Officer (Level 2)
GRADE	Band E
REPORTING TO	Team Leader
JD REF	BUS0089G

PURPOSE

Deliver specific transactional and/or administrative service to internal and external Revenues, Benefits and Personal Finance Unit customers.

MAIN DUTIES AND RESPONSIBILITIES

- Calculate and process business transactions ensuring compliance with relevant legislation and local procedures.
- Analyse and assess data /information to determine outcomes in relation to all aspects of revenues works.
- Perform data input to revenues systems to record and comply with assessment outcomes.
- Inbound and outbound contact with customers in response to enquiries and advice on business processes and outcomes.
- Work to well defined revenues processes to assist in the analysis of information and perform tasks.
- Ensure documents are processed in accordance with the Council's retention and destruction policies for both manual and electronic systems e.g. scanning, filing etc.
- Promote self service to customers and support them to do this via mediated facilities.
- Be proactive in contributing to the achievement of statistical and qualitative performance targets.

ROLE SPECIFIC KNOWLEDGE, EXPERIENCE AND SKILLS

Experience

- Experience of basic data input entry into systems.
- Experience of working in a customer service or office environment.

Desirable - Experience of working in local government.

Knowledge & Skills

- Excellent literacy and numeracy skills.
- Excellent interpersonal and communication skills.

- A comprehensive understanding of revenues processing procedures.
- Knowledge of relevant specialist legislative requirements e.g. council tax, benefits, personal finance
- Understanding of confidentiality requirements.
- Ability to analyse information and make an appropriate decision on a course of action.
- Comprehensive IT skills e.g. use of Microsoft Office etc.
- Ability to work to deadlines.

Desirable – Knowledge of local government finance

ADDITIONAL INFORMATION

Work flexibly to suit the needs of the organisation.

Health & Safety Considerations:

- Lone working
- Work with VDUs (Video Display Unit) (>5hrs per week)
- Exposure to persons with challenging or aggressive behaviour

DATE OF APPROVAL: 18/08/22

APPROVED BY: MICHAEL FISHER
HEAD OF REVENUES & BENEFITS