**Revenues Enforcement Officer**

Evaluated Grade – scale 6

Job Description

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| Job Purpose |
| * To represent the council at Magistrates Court in order to make applications for Liability Orders for Council Tax and National Non-Domestic Rates, and Committal hearings and Court judgements. The post holder is also responsible for monitoring performance of external suppliers for debt recovery services.
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| Major Tasks  |
| * To monitor contracts with external agencies responsible for the collection of Council Tax, National Non Domestic Rates, Commercial Rents, Benefit Overpayments and miscellaneous income in respect of adherence to contractual terms and performance.
* Setting up procedures and processes for monitoring the various elements of the contracts, which includes reviewing and maintaining procedures on a regular basis. The post holder will also establish liaison arrangements with these external suppliers; co-ordinate and collate information on a regular basis for review meetings between the council and the contractors.
* Ensuring appropriate cases are passed to the debt collection contractor for collection. The post holder will ensure that the bailiff company have up to date procedures, and ensure that internal staff understand the working practices of the contractor to be able to answer customer queries with confidence.
* Deals with both internal and external customers in person, by telephone, letter and email, receiving information and giving advice and guidance in respect of legislative requirements, as well as negotiating and monitoring payment arrangements.
* The post holder will be responsible for the relationship with the Magistrates Court in relation to the recovery of debts. The post holder will be involved in the preparation and issue of court summonses.
* The post holder will prepare cases for, and represent the Council at the Magistrates Court making applications for Liability Orders.
* The post holder is responsible for deciding which cases will be progressed to the Magistrates court for a committal application to send a taxpayer to prison for non-payment of their debt. The post holder will be required to prepare the case, and associated case notes, and present the case at the court.
* Assists Revenues Officers within the Revenues team as required and directed by the Group Manager.
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| Contacts & Relationships |
| * Regular contact with the Billing and Collections Group Manager; giving and receiving advice on all matters relating to the debt collection and court function.
* Regular contact with members of the public (customers and businesses); receiving information and giving advice and guidance.
* Regular dealings with the Magistrates Court; the post holder will be required to act on behalf of the Council at the Magistrates Court, and book hearing dates.
* Regular contact with staff employed by the external contractors. The contact may be either office staff, bailiffs in attendance at customer’s homes, or infrequent contact with Directors of these Companies.
* The post holder will have regular contact with solicitors acting on behalf of taxpayers in cases involving a committal application.
* The post holder will have some contact with the Revenues Services Manager in respect of formal complaints and queries relating to bailiff or court activity. The post holder is also expected to make recommendations to the Group Manager and Service Delivery Manager regarding improvements to working practices.
* The post holder will have constant contact with other officers in the Revenues and Benefits Unit and Customer Services Team, as the post holder is a point of contact for bailiff and court work.
* The post holder may have infrequent contact with the police and /or Warrant Officers in certain situations such as Committal hearings or during the course of bailiff action.
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| Creativity |
| * The post holder will be required to interpret and explain aspects of Revenues legislation in person and by telephone to customers.
* The post holder will compile letters on a variety of subjects and compile case notes as required relating to distraint, and Court appearances.
* The post holder will be required to set up systems, procedures and processes for monitoring external contractors work and performance.
* The post holder will be required to recommend to the Group Manager changes in the systems procedures and processes for monitoring external agency work and performance.
* The post holder will be required, on occasions, to give training to other Revenues staff in the use of Contractors systems and procedures.
* Prepare and interpret statistical information, and demonstrate the ability to analyse and interpret this information, to assist with the effective monitoring of the debt recovery contract.
* When preparing and presenting cases for the Magistrates Court, the post holder must be able to present a firm and robust case which sets out the facts of the case and the action taken by the council
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| Decisions |
| * The post holder will decide in which order tasks under his/her control will be dealt with having regard to the priority assigned to each.
* The post holder will be responsible for receiving information and will decide how the information affects the record and what manner of amendments to the records are needed, if any.
* The post holder will be required during interviews with a customer prior to the court hearing to make a decision regarding further recovery or repayment.
* The post holder will decide whether to allow special payment arrangements and the level of payment.
* The post holder will make decisions affecting customers and Contractors during day to day work.
* The post holder will be contacted by the external contractor where they propose to act outside of the boundaries within the service level agreement. The post holder will make decisions on these cases using their own discretion.
* When presenting cases at the Magistrates Court, the post holder will have the make decisions immediately based on the evidence presented.
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| Management & Supervision |
| * None
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| Supervision Received |
| * The post holder is responsible for organising his/her own schedule of work and giving any necessary advice and guidance.
* The post holder is responsible to the Billing and Collections Group Manager and works with minimal supervision referring upwards only on complex matters.
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| Complexity |
| * The post holder must have a thorough and in depth knowledge of the legislation relating to Revenues Taxation, commercial rent, Benefit Overpayment and miscellaneous income and the sound ability to interpret it.
* Due to the varied nature of the work it is essential that the post holder exhibits professional expertise and communicative skills. In particular the post holder will frequently present the councils cases at the Magistrates court , whilst the taxpayers case is presented by a solicitor.
* The post holder must have excellent communication skills; both verbal and written, to be able to explain complex legislation and contentious decisions to customers, contractors and the Magistrates Court.
* The post holder must be able to work under pressure, and effectively deal with a number of issues simultaneously.
* The post holder will be required to deal with customers who may be dissatisfied or have made an expression of dissatisfaction, in respect of a decision made by the post holder. The post holder must be able to deal with customers in a professional, courteous and unbiased manner, with the view to resolving issues and potentially damaging situations.
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| Resources |
| * The post holder has an income target to achieve, which is set by the Revenues Service Delivery Manager on an annual basis. This contributes to the council tax, business rates and sales ledger collection targets, and directly fits in to the council’s overall budget.
* The post holder has access to personal and commercially sensitive information of customers including bank details, details of household circumstances and income.
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| Impact |
| * The post holder has an income target to achieve, which is set by the Revenues Service Delivery Manager on an annual basis. This contributes to the council tax, business rates and sales ledger collection targets, and directly fits in to the council’s overall budget.
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| Physical Demands |
| * The post is mainly desk based within an office environment.
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| Working Environment |
| * The post if mainly desk based within an office environment.
* The post holder will be subject to frequent verbal abuse and challenging behaviour from customers due to the nature of their role, and in particular they are likely to experience this type of behaviour on the telephone and at the Magistrates Court.
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| Emotional Context  |
| * The post holder will be responsible for making payment arrangements with customers who have outstanding debt. This can often be speaking to customers who are suffering financial hardship and distress.
* The post holder will deal with customers who are at the end of the recovery cycle who are persistent non payers or evaders. The post holder will be expected to negotiate payment from those who have been arrested, or subject to a warrant, as a result of non-payment, with a view to presenting a case to the Magistrates Court to commit them to prison. These customers can often by extremely distressed and emotional.
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| Other |
| The postholder will be expected carry out any other duties as are within the scope, spirit and purpose of the job, commensurate with the grade. The postholder will be expected to actively follow Telford & Wrekin Council policies, including those such as Equal Opportunities, Human Resources, Information Security and Code of Conduct etc. The postholder will be expected to maintain an awareness and observation of Fire and Health & Safety Regulations. |

Person Specification

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| Criteria | Standard |
| Qualifications | * Minimum 4 GCSE’s (Grade C or above), including English Language and Maths.
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| Experience | * It is essential that the post holder has experience of working in either a revenues or court environment.
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| Knowledge | * The post holder must have a thorough, in-depth knowledge of the legislation relating to Council tax, National Non Domestic Rates, Benefit Overpayments, Commercial Rents, and Miscellaneous income.
* The post holder must have a detailed understanding of the latter stages of taxation recovery including distraint law.
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| Skills | * The post holder must be able to interpret and explain all aspects of the legislation, in person and in writing.
* The post holder must be able to set up systems, processes and procedures to monitor external agency work and performance.
* Ideally the post holder should have a working knowledge of the Magistrates Court and the processes required to obtain a Liability Order and to seek a Committal.
* Ability to plan and manage a wide range of tasks and to monitor performance.
* Ability to identify opportunities for service improvement.
* Good analytical skills
* Exceptional communication skills: both oral and written, to be able to explain complex legislation and communicate decisions effectively to customers.
* Ability to deal with customers in a professional, courteous and unbiased manner, to provide a high quality customer service
* Proficient in the use of a Revenues application as well as a number of standard Microsoft applications (i.e.: Word, Excel, and Outlook)
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| Personal style & behaviours | * As a council employee you will be supported and expected to demonstrate the Councils Core Behaviours. Please note that these may be updated from time to time and are available on the Council’s intranet pages.
* The post holder must be able to work under pressure, meeting deadlines and targets.
* The post holder must have excellent negotiation skills.
* The post holder must have a flexible approach to work.
* The post holder must be able to remain calm and professional in difficult situations.
* The post holder must be able to organise their workload to ensure that targets and priorities are met, working with limited supervision.
* Able to work under pressure and meet targets and deadlines, and demonstrate flexibility in being able to respond to changing circumstances.
* Develop good relationships with others by behaving with integrity, treating people with respect and leading by example
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| Fluency DutyWhere the post has been identified as “customer facing” under the requirements of the fluency duty please complete | * Can understand the main ideas of complex text on both concrete and abstract topics, including technical discussions in their field of specialisation of Revenues and Benefits. The post holder must be able to read and interpret government legislation.
* Can produce clear, detailed text on a wide range of subjects and explain a viewpoint on a topical issue giving the advantages and disadvantages of various options. For example, the post holder will be expected to produce comparisons of two external suppliers and give reasons for any differences in performance.
* The post holder will present cases on behalf of the Council at the Magistrates Court and must have prepared clear and detailed cases to present to the Magistrate.
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Where the post has been identified as “customer facing” under the requirements of the fluency duty, please insert the paragraph below:

This post has been identified as a customer facing role and therefore the Council is required to fulfil their statutory duty under Part 7 of the Immigration Act 2016. As a public body the Council is obliged to ensure member of staff in such roles are able to have a command of spoken English which is sufficient to enable the effective performance of their role.

More information is available at:

<http://ecouncil/Fluency/Pages/default.aspx>

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We will ensure, so far as is reasonably practicable, that no disabled applicant is placed at a substantial disadvantage. This person specification includes what we believe are fully justifiable essential and desirable selection criteria. Provided that the selection criteria unconnected with the disability are met, we will make ALL reasonable adjustments in order that someone with a disability can undertake the duties involved.

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| Type of criminal records checks required for this post | Ticked as required |
| None |  |
| Basic Disclosure | ✓ |
| Standard Disclosure |  |
| Enhanced Disclosure |  |
| Working with Adults - Regulated Activity |  |
| Working with Children - Regulated Activity |  |

Information on types of criminal records checks is available at:

<https://www.gov.uk/disclosure-barring-service-check>