



Job Profile and Working for Stockport



Stockport

to keep the people of Stockport at the heart of what we do.

Team

to succeed as a team, collaborating with colleagues and partners.

Ambition

to drive things forward with ambition, creativity and confidence.

Respect

to value and respect our colleagues, partners and customers.

Our Council

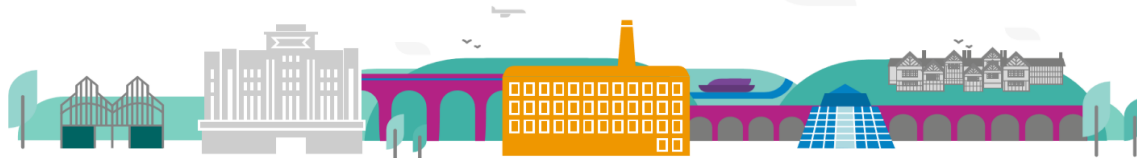
Our employees are our **greatest asset**. We're proud of the way we provide vital frontline services every day and work together, as **one team**.

Our 4 **core values** as shown above, run through everything that we do, and we aim to stay **true** to them regardless of the challenges that we may face.

To **support** our values, we have policies, guidance and procedures around health, safety and welfare, customer care, emergency planning and security that all our **colleagues** are adhering and working to.

We also **pride** ourselves on our commitment to wellbeing and inclusivity of our colleagues and residents.

You can find out more about working for Stockport Council and some of the benefits that we offer our employees at <https://greater.jobs/locations/stockport/>



About the Job

Role:

Revenues & Benefits Officer

Service Area:

Revenues & Benefits

Directorate:

Corporate and Support Services

Salary Grade:

Scale 6

Main Purpose of the Job

To decide on the liability to pay Council Tax and Business Rates by carrying out a wide range of complex tasks and processes, and dealing with involved customer enquiries.

To provide assistance to Senior Officers and Managers as required.

To positively promote all aspects of the Revenues & Benefits Service.

To coach, train and develop staff to their full potential, building a team spirit and promoting and creating an environment of mutual respect and trust regardless of difference.

To carry out inspections of commercial and domestic properties throughout the borough and monitor new developments.

Key Responsibilities

- To advise staff on technical system matters and the interpretation and application of legislation.
- To review and develop systems and process and to make appropriate recommendations regarding implementation to Senior Officers and Managers.
- To analyse system data, compile data returns and management information as required.
- To deal with complex and escalated enquiries.
- To assist in the coaching and development of other team members in accordance with guidance received from Senior Officers.
- To liaise and provide information for internal and external departments and organisations, including representing the team/service at internal and external meetings and forums.

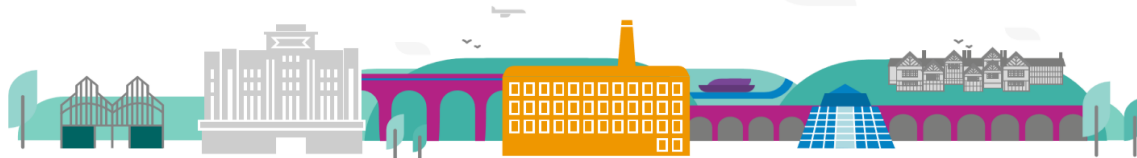
Job Activities

To acquire and maintain a comprehensive knowledge of all systems and office procedures relevant to the delivery of an effective and efficient Revenues & Benefits service.

To keep up to date with changes in legislation and relevant case law, and to apply this understanding to meet the demands of the role in circumstances such as system development, office procedures and responding to complex customer enquiries.

To provide staff with the knowledge they need to carry out the duties of their role.

To produce and analyse system data for statistical reports and returns as requested by Senior Local Taxation Officers and Managers.



To assist Senior Officers in the preparation of cases which are subject to liability disputes heard by the magistrate's court.

To accurately update and maintain the Local Taxation and Billing and Recovery systems in accordance with current legislation and established office procedures.

To provide support regarding the testing and implementation of software developments as directed by Senior Officers and Managers.

To support the Revenues and Benefits Quality Assurance scheme by undertaking the appropriate checks and updating the data base in accordance with current office procedures.

To assist Senior Officers and Managers in the process of identifying training requirements and performance issues.

To review and update working procedures and communications to customers to ensure effective service delivery.

To promote and encourage the use of digital communication.

To make sound and robust decisions on complex matters.

To deal with customer complaints, appeals, and freedom of information requests.

To identify and recommend any improvements to current service delivery based on investigations carried out whilst responding to a customer enquiry.

Review the content of letters, forms, and web pages for quality and accuracy.

To negotiate payment arrangements with customers in accordance with the Council's Debt Recovery Policies.

To agree and action write offs and refunds in accordance with current Council policy.

Proactively working together with internal and external organisations to improve service delivery

To ensure that all actions comply with the Data Protection Act.

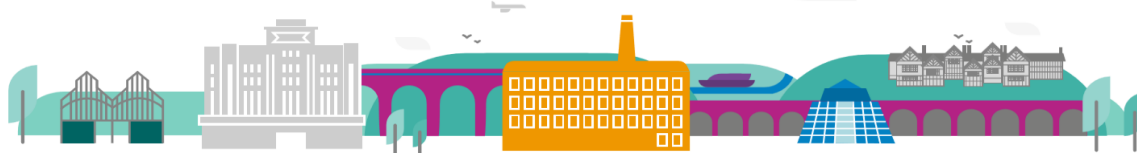
To adhere to corporate policies and procedures where relevant.

To work positively and inclusively with colleagues and customers so that the Council provides a workplace and delivers services that do not discriminate against people on the ground of their age, sexuality, religion or belief, race, gender or disabilities.

To fulfill personal requirements, where appropriate, with regard to Council policies and procedures, health, safety and welfare, customer care, emergency, evacuation, security and promotion of the Council's Mission Statement.

To work flexibly in the interests of the service. This may include undertaking other duties provided that these are appropriate to the employee's background, skills and abilities. Where this occurs there will be consultation with the employee and any necessary personal development will be taken into account

To work positively and inclusively with colleagues and customers so that the Council provides a workplace to deliver a service that does not discriminate against people on the



grounds of their age, disability, gender reassignment, marriage, civil partnership, pregnancy, maternity, race, religion, belief, sex, or sexual orientation.

To fulfil personal requirements, where appropriate, with regards to Council policies and procedures, standards of attendance, health, safety and welfare, customer care, emergency, evacuation, security and promotion of the Council's priorities.

Additional Information

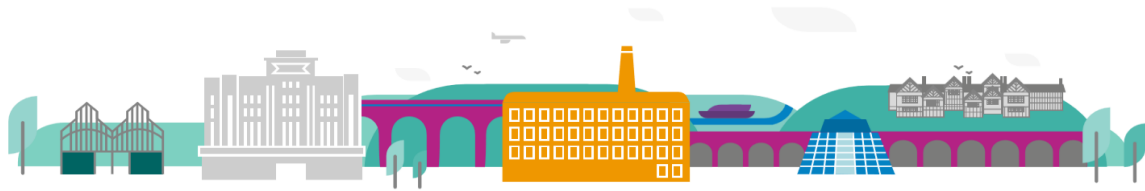
The responsibilities set out in this document, in the advert and any additional information are intended to provide a flavour of the work you will carry out. It is not possible to include everything you will be asked to undertake, and we expect all colleagues to work flexibly according to business needs and to enhance your own development. Your skills, abilities and training needs will be taken into account and discussed with you when any significant changes to your role are needed. In line with our flexible approach you may be required to work from home for a proportion of your time or from any of the Council's sites across the borough.

The Council is an inclusive employer and holds the Disability Confident and Armed Forces Covenant accreditations. If you have a disability, we will support you by implementing reasonable adjustments to enable you to perform your role.

About You

Please use your application to tell us how well you meet the criteria listed below as these are the key skills, experience, technical expertise and qualifications needed to be successful in the role. We will then use all the information you provide in your application to help us decide whether you are shortlisted for interview. Any interview questions or additional assessments such as tests or presentations may also be broadly based on these criteria:

- Working to the Council's values and behaviours by:
 - Keeping the people of **Stockport** at the heart of what we do
 - Succeeding as a **team**, collaborating with colleagues and partners
 - Driving things forward with **ambition**, creativity and confidence
 - Showing value and **respect** to our colleagues, partners and customers.
- Full UK Driving Licence and access to your own vehicle with business use insurance
- A minimum of 2 years recent experience of working in a Local Taxation or similar environment.
- Experience of supporting projects and/or teams, achieving objectives to time and quality
- Knowledge and understanding of the work area and/or specialised skill
- Experience of working flexibly across teams to implement change or delivery of key projects.
- Experience of analysing data and information to inform solutions.
- Experience of providing value for money, quality services.
- Effective interpersonal skills, working with colleagues to achieve positive outcomes.
- Ability to negotiate and influence.
- Effective oral, written and presentational communication skills



- The ability to converse at ease with service users/customers and provide advice in accurate spoken English.
- Achievement of a good standard of education and appropriate qualifications in numeracy and literacy.
- Experience of revenues billing and recovery