 

JOB DESCRIPTION

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| **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*

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# 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**

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