

Revenues Officer

Revenues and Benefits, Council Offices, Kirkwall

At a glance:

Grade: E

Salary: As per advert.

Allowances :

- Distant Islands Allowance

Job purpose:

Billing, collection and recovery of taxes and other debts.

For application support contact hrsupport@orkney.gov.uk or call 01856 873535 ext.2250

Benefits and support

34 days annual leave, increasing to 39 days over 5 years, inclusive of Public Holidays (pro-rata)	Supported to work and earn whilst achieving qualification
Local Government Pension Scheme	Maternity, Paternity and Sick Pay
Comprehensive induction process	Employee Assistance Programme

Main duties and responsibilities

Determine liability to pay Council Tax, Non-Domestic Rates and the Town Centre improvement levy
Determine taxpayer's eligibility for discounts, reliefs & exemptions and undertake reviews of existing awards
Prepare and issue demand notices and recovery notices
Monitor and pursue arrears of Council Tax, Non-Domestic Rates and other debts administered by the service
Maintain and monitor electronic and clerical taxpayer records
Assist Taxpayers to make and maintain repayment arrangements
Issue communication and provide information and advice to taxpayers
Accompany other members of staff on visits to taxpayers' homes and businesses when required
Assist the Team Leader with preparing collection statistics, estimates and financial reconciliations.
Liaise with the Council's legal service, Sheriff Officers & debt recovery partners and the Sheriff Courts, to co-ordinate recovery actions against debtors
Detect and prevent tax and benefit fraud or irregularities.

Responsibilities for all

Embody the Council Values of Accountable, Reliable, Considerate and Collaborative.	Participate in team meetings, 1 to 1's, supervision and good conversations process
Handle all information in confidence and in line with Data Protection requirements	Comply with the Council Employee Code of Conduct
Work safely to prevent risk to yourself and others	Comply with relevant professional body codes of practice/conduct
Ensure Equality, Diversity and Inclusion	Any other duties appropriate to your grade
Undertake mandatory and relevant training and development	Where required Support the Council's emergency response

Skills and requirements

Must have

Good understanding of Office systems and procedures

Experience of dealing with the general public

Excellent literacy and numeracy

Hold a qualification at SCQF 6/7 i.e. SVQ3, National Certificate, Foundation apprenticeship, Advanced Higher, Scottish Baccalaureate, HNC or Certificate of Higher Education or have a minimum of 3 years previous relevant experience.

Ability to travel efficiently and effectively between various locations within Orkney to meet the operational requirements of the Service when required

Requirements of the role

Disclosure/PVG:	Level 1	Convictions to Declare:	Current
Politically Restricted Post:	No	Sponsorship:	No
Work Additional Hours:	No		