

 WOKINGHAM BOROUGH COUNCIL	Job Description			Job Reference
				711074
Job Title	Revenues Inspector			
Service	Income and Assessment / Resources and Assets	Team	Revenues	
Location	Shute End			
Reports to	Revenues Team Leader			
Responsible for	See structure chart			
Grade	Type of position:			Date
Grade 5	Full Time/Permanent			May 2024
This job description has been designed to indicate the general nature and level of work required of the post to indicate the level of responsibility. It is not a comprehensive or exhaustive list and the line manager may vary duties from time to time which do not change the general character of the job or the level of responsibility entailed.				
<u>Service Purpose</u>				
To provide a co-ordinated Revenues Service that meets the expectations of its external and internal customers and achieves challenging service performance targets for Council Tax and Business Rates.				
<u>Purpose of the role</u>				
The inspection of domestic and business properties throughout the Borough in order to assist in the maintenance of up to date and accurate records so that all tax liabilities are correctly billed and collected in accordance with challenging service performance targets for Council Tax and Business Rates. To be part of a team providing excellent Revenues Service. To maximise income collection whilst providing the appropriate advice and support to our residents within the borough.				
<u>Main Accountabilities</u>				
1	Inspect empty and other exempt domestic and business properties in accordance with the defined inspection cycle. Undertake enquiries to confirm continuing vacancy of the properties and/or to establish new owners/occupiers to enable subsequent amendment of Council Tax/Business Rates records;			

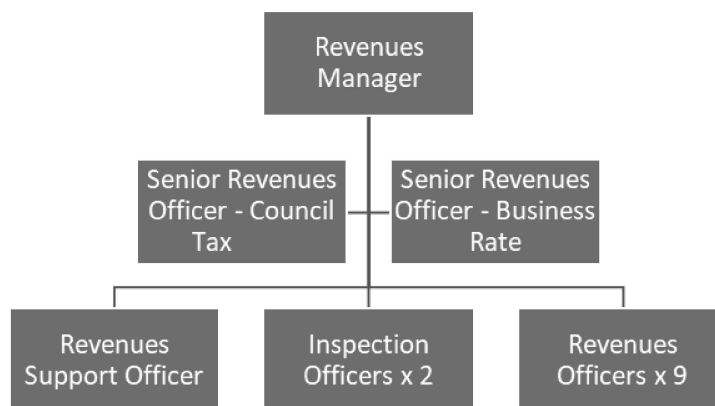
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2	Inspect properties in accordance with the defined inspection cycle and undertake enquiries to ascertain information relating to the properties, their owners/occupiers and to record completion of new works, extensions and alterations or vacation of the properties;
3	Inspect new housing developments/business parks in accordance with the defined inspection cycle and undertake enquiries to ascertain information relating to the properties and their owners/occupiers
4	Inspect properties where Council records indicate that details of owners/occupiers are unknown and undertake enquiries to ascertain information relating to the properties and their owners/occupiers. Liaise with external bodies to acquire information to enable subsequent amendment of Council Tax/Business Rates records
5	Complete all documentation relating to property inspections, determine new building completion dates and issue statutory notices. Provide details of properties and their owners/occupiers to enable billing information to be produced
6	Liaise with Planning & Building Control Departments to ensure that new and existing properties subject to planning/building regulations are identified for subsequent inspection
7	Liaise with the Valuation Office and submit accurate reports of details of new properties and changes to existing properties in order that the Valuation Office can set and/or amend Council Tax bandings and rateable values for Business Rates to enable billing information to be produced
8	Deal with questions and enquiries, both written and verbal, from individuals, companies, tenants, agents/representatives and members on matters relating to Council Tax/Business Rates and offer guidance
9	Provide information to assist with the calculation of each years Council Tax base
10	Maintain a working knowledge of Revenues legislation and provide a quality standard of service to tax payers and internal and external bodies
Supervision Received	Reporting into Senior Revenues Officers via 121's /APR's or when required
Supervision Given	No supervision
Contacts & Working Relationships	Head of Income and Assessments Service Manager - Revenues & Recovery

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	Revenues Manager Working with internal and external key stakeholders CAB and Voluntary Sectors Care providers
Management of resources or budget	N/A
Special Factors	The Post-holder will be required to: • Visit taxpayers/owners at their homes and/or business premises • Inspect the progress of new properties on building sites and liaise with Site Managers • Visit business properties including industrial/manufacturing properties, schools, warehouses, farms and other types of commercial premises • Deal with potentially violent, abusive and uncooperative tax payers/owners at their homes and/or business premises • Ability to drive and possess a clean driving licence and have use of own car on a daily basis

Organisation Chart



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Person Specification

Focus on describing the qualifications, skills, knowledge and experience an individual will require to successfully undertake the role. These should be split between essential and desirable.

Qualifications	Essential	Desirable
.	Relevant qualification, or equivalence experience in Council Tax and Business Rates collection	Recognised qualification (BTEC or NVQ in Revenues or IRRV Technician Certificate)
Technical Skills.	Essential	Desirable
.	Ability to plan, prioritise and progress the workload and meet set targets without the need for supervision Ability to work independently, under pressure and to use own initiative Effective communication skills (written and verbal) Excellent customer care skills – contacts involve frequent dealings with members of the public and external bodies Ability to develop and maintain good working relationships with colleagues and internal/ external contacts Ability to make routine decisions in line with established policies and guidance and legislation Ability to adapt to changing demands of the job and Council policy	Ability to make constructive enquiry Able to interrogate & analyse data and information

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	Ability to drive and possess a clean driving licence and have use of own car on a daily basis Strong team player characteristics with an ability to integrate effectively into an established team	
Knowledge	Essential	Desirable
	Basic understanding of the principles of billing and collection Local knowledge – geography of the district	Working knowledge of Revenues legislation both council tax and business rates
Experience	Essential	Desirable
	Previous experience of Council Tax and Business Rates would be an advantage Experience of dealing directly with and advising customers and agents / representatives in a professional manner Experience of working flexibly and under pressure to achieve set targets and delivering to deadlines with minimal supervision Experience and knowledge of the use of Information Technology Previous experience of working under pressure in a busy Revenues environment Must possess excellent inter-personal and communication	At least 1 years previous experience of Council Tax and Business Rates;

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	skills (both written and verbal) Strong team player characteristics with the ability to establish good working relationships	
Other	Essential	Desirable
	The Post-holder will be required to: Visit tax payers/owners at their homes and/or business premises Inspect the progress of new properties on building sites and liaise with Site Managers Visit business properties including industrial/manufacturing properties, schools, warehouses, farms and other types of commercial premises Deal with potentially violent, abusive and uncooperative tax payers/owners at their homes and/or business premises	Ability to deal with violent and abusive customers
Completed by:	Becky Mortimer-Browne	Date: 7 May 2024

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