

**Job Description****Resources Department**

Post Title	Senior Revenues Control Officer		
Post Number	057A	Grade	Scale 4/5* (subject to Job Evaluation)
Base	Civic Centre	Hours of Work	Job Share 18.5 hours
Car User Allowance	None	Disclosure	None
Contact	Linda Squire 01495 355176	Updated	13th August 2008

* Progression through the bar is dependant on the following: -

- For Scale 5 either the Institute of Revenues, Rating and Valuation Technician plus one year post qualification experience **or** two year's Senior Revenues or Benefits experience, a Competence Test plus a verbal interview.

REVENUES MISSION STATEMENT

“To provide a high quality Revenues service where we will strive to maximize benefit entitlement and income collection for the people of Blaenau Gwent”.

Revenues Aims & Objectives relevant to this post

1. Deliver a high quality service to all our customers, maintain & continually improve these high standards and modernise the service where possible, keep the customer as our top priority, listen to their needs whilst providing a friendly & helpful service to our customers and ensuring that they are dealt with swiftly and effectively.
2. Respond to change positively.

PRINCIPAL JOB PURPOSE

Responsible to: Revenues Development & Control Team Leader.

Responsible for: The administration and reconciliation of monies paid to the Council and testing core software systems.

Principal Accountabilities

1. Supervising the Revenues Development and Control Officers and Revenues Assistant within the section, including allocating work and offering guidance.
2. Ensure deadlines are met in respect of reconciliations, final accounts and the annual year end requirements.

3. Maintaining the daily/weekly control of revenues financial systems.
4. Implement and test future software releases for revenue systems.
5. Assist in scheduling the IT work for the Revenues and Benefits Division.
6. To provide performance information and financial data to assist in the completion of management reports and statistical returns.
7. To liaise with Departments within the Authority such as Internal Audit and Accountancy.
8. Deal with members of the public, where required, both in person, on the telephone or by written correspondence.
9. To comply with the relevant sections of the Authority's policy statement on Health, Safety and Welfare at Work.
10. To adhere to the principles of the Corporate Equality Policy and ensure commitment to anti-discriminatory practice.
11. To undertake any other relevant duties that may, from time to time, be required by Management.

Person Specification

	Qualifications, Knowledge and Experience	Method of Assessment
Essential	<p>5 GCSE's at grade C or above to include English and Maths or equivalent educational attainments.</p> <p>Word processing and spreadsheet skills.</p> <p>Dealing sympathetically, diplomatically and firmly with members of staff and members of the public.</p> <p>The ability to remain calm in volatile situation.</p> <p>Proven experience of working within a Revenues/Benefits environment.</p> <p>A detailed knowledge of Revenues legislation and Regulations</p> <p>Numerate ability demonstrated by previous employment or social activities.</p>	<p>Application</p> <p>App/Interview</p> <p>Application</p> <p>Interview</p> <p>App/Interview</p> <p>App/Interview</p> <p>Application</p>
Desirable	Technician Level of the Institute of Revenues, Rating and Valuation qualification.	Application

	Personal Competencies	Method of Assessment
Essential	Takes a methodical approach to work, prioritises tasks effectively, and consistently meets deadlines in order to provide an excellent service.	Application
Essential	Demonstrates a positive attitude to change and contributes to new ideas and improved ways of working. Looks to continually improve the service.	Interview
Essential	Maintains a professional approach and presents a positive image to internal and external people when representing self, service and Council. Makes every effort to ensure the experience citizens have of the Council is positive and productive.	Interview
Essential	Works well with colleagues inside and outside the team. Looks beyond boundaries of own job to support others, sharing knowledge and contributing to a positive team spirit.	Interview
Essential	Communicates appropriately, openly and effectively.	Interview