

JOB DESCRIPTION

JOB TITLE:	Revenues and Benefits Visiting Officer	JE NUMBER: A13421
DIRECTORATE:	Digital, HR (Human Resources) and Customer Services	BAND: 6
RESPONSIBLE TO:	Revenues and Benefits Delivery Team Leader	
RESPONSIBLE FOR:	n/a	
MAIN PURPOSE OF POST:	<p>Working in one of the delivery teams within the Revenues and Benefits service, undertaking the inspection of domestic and commercial properties within the Borough, with a view to maintaining accurate records and maximising income to the Council.</p> <p>The post holder may be required to represent the council at court hearings in proceedings for non-payment of Housing Rent, Council Tax, NNDR or Commercial debt. The post holder may be required to represent the council in evictions.</p> <p>The post holder will ensure that decisions on the collection and recovery of revenues are made in accordance with law and policy guidelines, to maximise income to the authority.</p>	

DUTIES AND RESPONSIBILITIES:

1.	Regularly inspect and review all new, altered, and empty properties, obtaining information concerning ownership and occupation for Council Tax and Business Rates.
2.	Conduct inspections relating to Council Tax discounts, exemptions, and disabled relief, including completing regular inspections of empty properties and unoccupied second homes.
3.	Conduct inspections relating to Business Rates applications for mandatory / discretionary relief, hardship relief, section 44A, grant funding and leaseholder/owner traces.
4.	Organise and undertake visits to customers in their own homes to verify benefit claims, claimant status and gather all associated evidence.
5.	Keep accurate records of inspections, ensuring they are completed in the most cost-effective manner to maximise revenue and in line with lone worker procedures.
6.	Provide information to complete the Council Tax base report in relation to the number of new properties expected to be built and demolished in the next financial year in order that the Council may accurately predict its forthcoming Council Tax requirement.
7.	Undertake trace enquiries and carry out investigations into discrepancies in the property databases.

8.	Liaise with the Council's Planning and Building Control services to ensure all newly built and altered properties in the Borough are promptly reported to the Valuation Office Agency for amendments to the Local Rating and Valuations lists to secure increased revenues to the Council in respect of new homes bonus and rates retention.
9.	Provide witness statements and give evidence where required in tribunal and court proceedings
10.	Report all cases where Fraud is suspected to the DWP Investigations team.
11.	Liaise with and maintain effective and constructive working relationships with internal and external agencies and other service providers.
12.	Answer and deal with telephone enquiries from residents and businesses
13.	Ensure local and national key performance indicators are being met.
14.	Respond to account enquiries promptly, to avoid non-payment and misunderstanding.
15.	Adhere to the Council's safeguarding and protection of vulnerable adults' policies and ensure that concerns are reported using the Council's agreed procedures.
16.	Ensure that the use of ICT systems and communications with DWP through the Customer Information System (CIS) or equivalent are properly implemented and undertaken in accordance with agreed procedures.
17.	Recognise and recommend improvements to the customer experience.
18.	Achieve own performance targets so that a quality service is delivered to customers.
19.	Support the induction and coaching of staff members.

GENERAL – To be aware of and implement the following:

Equalities – The council's Equality and Diversity Policy which sets out the council's commitment to advancing equality and social inclusion while celebrating the diversity within our communities.

Code of Conduct – All employees of Chesterfield Borough Council must comply with the Employees' Code of Conduct.

Health & safety – To comply with the Health and Safety at Work etc. Act (1974) and carry out all duties in accordance with the Council's Health and Safety policy.

Staff Development - The Council's Performance & Development Review is an integral part of Chesterfield Borough Council's performance management framework as well as a key employee development procedure. You will be required to undertake any training required for the job role.

Data Protection – All employees must adhere to the requirements of the General Data Protection Regulations (GDPR) and the Data Protection Act 2018 in respect of confidentiality and disclosure of data.

Safeguarding Children and Vulnerable Adults - The council has both a moral and legal obligation to ensure a duty of care for children and vulnerable adults across its services. We are committed to ensuring that all children and vulnerable adults are protected and kept safe from harm, and we have a responsibility to safeguard and promote well-being.

Climate Change - The council's commitment to becoming a carbon neutral organisation by 2030 and to support the wider Borough to become carbon neutral by 2050 in line with the Council's Climate Change Strategy.

The postholder must be mindful of potential fraud and that suspected irregularities are referred for investigation in all cases. A common factor in the Revenues and Benefits service is that any member of staff may be called upon to act as a witness in proceedings in courts or tribunals to give factual evidence.

SPECIAL FEATURES OF POST:

Political Restriction	YES		NO	X
Vetting Checks e.g Disclosure and Barring Service (DBS)	YES	X	NO	
Flexible approach to time of work, with ability to work evenings and weekends as required by the needs of the service.	YES	X	NO	
Hybrid working post* This post will typically be delivered from the Customer Service Centre or Chesterfield Town Hall. Opportunities to work from home for some days each week may be agreed with your manager,	YES	X	NO	

It is the council's intention that this job description is seen as a guide to the main areas and duties for which the job holder is accountable. However, as the work that the council changes the job holder's obligations are also bound to vary and develop, so the job description should be seen as a guide and not as a permanent, definitive and exhaustive statement. This job description is non-contractual.

PERSON SPECIFICATION

JOB TITLE:	Revenues and Benefits Visiting Officer	JE NUMBER:	A13421
DIRECTORATE:	Digital, HR and Customer Services	DATE:	February 2023

KNOWLEDGE / SKILLS / ABILITIES		Assessment Method
-		Application Form, Presentation, Scenario based Exercise, Interview, Qualification / Certificates
Essential		
	<ul style="list-style-type: none"> - Clear communicator. - Concise, accurate and professional written and verbal communication skills - Has demonstrable passion for delivering customer service excellence - Problem solver. Demonstration of good diagnostic and questioning ability - Empathetic. Able to deal with highly sensitive subject matters with empathy and understanding - Awareness of own emotions and their impact on others - Good at building rapport and engaging with others - Able and prepared to adapt to different circumstances - Good organisation and time management skills - Good computer literacy and IT awareness - Able to retain and apply complex legislation, including law that is passed quickly - Ability to drive 	
Desirable		
	<ul style="list-style-type: none"> - A good working knowledge of relevant legislation, including Business Rates Supplements Act 2009 and Local Government Finance Act 1992 and ability to interpret and apply. - Good working knowledge in relation to information governance, and data protection - Knowledge of service delivery within a council environment, including how to utilize other services to support delivery of the role 	Interview
EXPERIENCE		
Essential		

	<ul style="list-style-type: none"> - Can demonstrate 'going the extra mile' - Previous experience working in a team environment 	Application Form, Interview
Desirable		
	<ul style="list-style-type: none"> - Previous experience working in a busy revenues and benefits section in property inspection - Good understanding of rateable value calculations and multipliers - Good understanding of the roles of external agencies including VOA - Experience of presenting evidence at Court or Tribunals 	Interview
QUALIFICATIONS		
Essential		
	- GCSE STANDARD	Application Form
Desirable		
	- IRRV or CIOH or similar, or relevant experience	Application form \Interview
OTHER REQUIREMENTS		
Essential		
	A satisfactory DBS certificate will be required Full driving license	Application Form, Interview
COMPETENCY REQUIREMENT:		
Seeing the Big Picture	<p>Seeing the big picture is about having an in-depth understanding and knowledge of how your role fits with and supports the council plan and the wider public needs and the national interest. For all staff, it is about focusing your contribution on the activities which will meet the council goals and deliver the greatest value.</p> <p>For leaders, it is about scanning the political context and taking account of wider impacts to develop long term implementation strategies that maximise opportunities to add value to the customer and support economic, sustainable growth.</p>	Interview
Level: 1		
Changing and Improving	<p>People who are effective in this area take initiative, are innovative and seek out opportunities to create effective change. For all staff, it's about learning from what has</p>	Interview
Level: 1		

	<p>worked as well as what has not, being open to change and improvement, and working in ‘smarter’, more focused ways.</p> <p>For leaders, this is about creating and encouraging a culture of innovation and allowing people to consider and take informed decisions. Doing this well means continuously seeking out ways to improve policy implementation and build a leaner, more flexible and responsive council. It also means making use of alternative delivery models including digital and partnership approaches wherever possible.</p>	
Making Effective Decisions	<p>Effectiveness in this area is about using sound judgement, evidence, and knowledge to arrive at accurate, expert, and professional decisions and advice. For all staff it is being careful and thoughtful about the use and protection of council and public information to ensure it is handled securely and with care.</p> <p>For leaders it is about reaching evidence-based strategies, evaluating options, impacts, risks, and solutions, and creating a security culture around the handling information. They will aim to maximise return while minimising risk and balancing a range of considerations to provide sustainable outcomes.</p>	Interview
Level: 1		
Leading & Communicating	<p>At all levels, effectiveness in this area is about showing our pride and passion for public service, communicating purpose and direction with clarity, integrity, and enthusiasm.</p> <p>It’s about championing difference and external experience and supporting principles of fairness of opportunity for all.</p> <p>For leaders, it is about being visible, establishing a strong direction and persuasive future vision; managing and engaging with people in a straightforward, truthful, and candid way.</p>	Interview
Level: 1		
Collaborating and Partnering	<p>People skilled in this area are team players. At all levels, it requires working collaboratively, sharing information appropriately and building supportive, trusting, and professional relationships with colleagues and a wide range of people within and outside the council, whilst having the confidence to challenge assumptions.</p> <p>For senior leaders, it is about being approachable, delivering business objectives through creating an</p>	Interview
Level: 1		

	inclusive environment, welcoming challenge however uncomfortable	
Developing self and others	Effectiveness in this area is having a strong focus on continuous learning for oneself, others, and the organisation. For all staff, it is being open to learning, about keeping one's own knowledge and skill set current and evolving. For leaders, it is about investing in the capabilities of our people, to be effective now and in the future as well as giving clear, honest feedback and supporting teams to succeed. It is also about creating a learning and knowledge culture across the organisation to inform plans and transformational change	Interview
Level: 1		
Delivering Value for Money	Delivering value for money involves the efficient, effective, and economic use of taxpayers' money in the delivery of public services. For all staff, it means seeking out and implementing solutions which achieve the best mix of quality, and effectiveness for the least outlay. People who do this well base their decisions on evidenced information and follow agreed processes and policies, challenging these appropriately where they prevent excellent value for money. For leaders it's about embedding a culture of value for money within their area/function. They work collaboratively across boundaries to ensure that the council maximises its strategic outcomes within the resources available	Interview
Level: 1		
Managing a Quality Service	Effectiveness in this area is about valuing and modelling professional excellence and expertise to deliver service objectives, taking account of diverse customer needs and requirements. People who are effective plan, organise and manage their time and activities to deliver a high quality, secure, reliable, and efficient service, applying programme, project, and risk management approaches to support service delivery. For leaders, it is about creating an environment to deliver operational excellence and creating the most appropriate and cost-effective delivery models for public services	Interview
Level: 1		

Delivering at Pace	Effectiveness in this area means focusing on delivering timely performance with energy and taking responsibility and accountability for quality outcomes. For all staff, it is about working to agreed goals and activities and dealing with challenges in a responsive and constructive way. For leaders, it is about building a performance culture where staff are given space, authority, and support to deliver outcomes. It is also about keeping a firm focus on priorities and addressing performance issues resolutely, fairly, and promptly	Interview
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