

**WHERE  
CAREERS  
THRIVE**

**When potential  
is unlocked,  
talent *thrives***



**West  
Northamptonshire  
Council**

Job description and person specification

## **Revenues Inspections Officer**

### **Revenues and Benefits, Finance**

Thank you for your interest in this role. Our vision at West Northamptonshire Council (WNC) is: 'to make West Northants a great place to live, work, visit and thrive'.

We truly stand by this and work hard every day to make this a reality, and at WNC it's about our people. People who thrive with ambition, bring new ideas, demand better ways of working, care about every detail, and who never shy away from a challenge.

Our culture is a gateway for new experiences. A place to forge new opportunities. To empower you in your career and unite you with like-minded people. When potential is unlocked, talent thrives.



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Northamptonshire  
Council**

## **Purpose and impact:**

1. To proactively identify properties to be valued for Council Tax and Business Rates in order to maximise income to the Council including New Homes Bonus.
2. To ensure that Council Tax and Business Rates property base is correct by making site inspections and appropriate enquiries.
3. To ensure that property reliefs and exemptions are correctly applied.

## **Accountable to:**

This role is accountable to the Revenues Inspections Team Leader within the Revenues and Benefits service in West Northamptonshire Council, there is no responsibility for direct line management.

## **Responsibilities:**

1. To accurately maintain the Tax Base spreadsheets for Council Tax and Business Rates to assist with budget setting/tax base forecasting.
2. To inspect and monitor all new build properties, both for Council Tax and Business Rates for the purpose of including for rating in a timely way.
3. Collect information and photographic evidence including any reports to enable completion notices to be issued accurately, for inclusion in rating lists.
4. To maintain an up to date knowledge of Council Tax and NDR legislation and related procedures and to prioritise and organise workloads to ensure deadlines are met.
5. To inspect and monitor all empty properties for Council Tax and Business Rates and complete an inspection report.
6. To monitor and inspect all properties where the owner has been granted planning permission to alter and improve the property and to ensure that a report is prepared for the Valuation Office if required.
7. To visit properties where Disabled Persons Relief has been requested to establish if the criteria is met.
8. To prepare information and stats to support the Council's Tax base calculations.
9. To inspect Business Rates properties where applications have been received for S44A where the property in question is partly occupied and partly empty.
10. To demonstrate awareness/understanding of equal opportunities and other people's behavioural, physical, social and welfare needs.
11. Any other duties and responsibilities that may be reasonably allocated

This job description reflects the major tasks to be carried out by the post holder and identifies a level of responsibility at which they will be required to work. In the interests of effective working, the major tasks may be reviewed from time to time to reflect changing needs and circumstances. Such reviews and any consequential changes will be carried out in consultation with the post holder.

## Person specification:

The requirements for the role are outlined below and will be part of the selection process. Each of the criteria listed below will be measured by:

(**A**) Application Form, (**T**) Test, (**I**) Interview, (**P**) Presentation, (**D**) Documentation.

Minimum levels of knowledge, skills experience and qualifications required for this job.

Skills and abilities:	Essential / Desirable	Measured by
Communication/Influencing: Strong communication and negotiation skills and ability to communicate with all customers, partners, ability to make difficult decisions showing tact and diplomacy.	Essential	A, T, I
Performance: Ability to self-motivate as a lone worker to achieve targets and deadlines.	Essential	A, T, I
Analytical thinking: Shows the ability to gather information on order to understand issues.	Essential	A, T, I
Planning and Organising: Strong organisational and time management skills	Essential	A, T, I
Equal Opportunities: Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs	Essential	A, T, I
<b>This is applicable to all roles in WNC that are required to use IT equipment:</b> Demonstrate effective use of Office 365 (incl. Teams, OneDrive, etc.) or willingness to undertake training during the probation period.	Essential	A, T, I

Knowledge:	Essential / Desirable	Measured by
Legislation: Demonstrate the ability to take on board and understand complex legislation	Essential	A, T, I
Experience of working in a Revenues environment	Desirable	A, T, I
IT Systems: Experience of Capita or Northgate Revenues and Benefits software systems	Desirable	A, T, I

Relevant experience:	Essential / Desirable	Measured by
Teamwork: Experience of working on own initiative and as part of a team, having a flexible approach to work.	Essential	A, T, I
Customer care: Experience of dealing with customers across a wide range of channels	Essential	A, T, I
Clean driving licence and use of a car	Essential	A, I, D

Education, training and work qualifications:	Essential / Desirable	Measured by
English and Maths GCSE grade C or above / Proven literacy and numeracy skills	Essential	A, D
Experience of working in a Revenues environment	Desirable	A, D
Experience of working with customers as a lone worker	Desirable	A, D

All appointments are subject to standard pre-employment screening. This will include identity, references, proof of right to work in the UK, medical clearance and verification of certificates.

**Additional pre-employment checks specific to this role include:**  
Standard Disclosure and Barring Service Check

## Day-to-day in the role:

<b>Hours:</b>	37 Hours	<b>Primary work base:</b>	One Angel Square
<b>Job family band:</b>	WLSCP06	<b>Worker type:</b>	Part-flexible
<b>Salary range:</b>	£31,869 - £34,663	<b>Budget responsibility:</b>	None
<b>People management responsibility:</b>	None		

### Working conditions & how we work:

This role has been identified as a part-flexible worker type, this means that you will be able to work from other work locations and when not working from an office you will be working remotely for up to 3 days a week (including from home).

## Our organisational values and behaviours

Everything we want to achieve for West Northants depends on having the right people in place and doing the right things and we want all colleagues to THRIVE, both personally and professionally. Our values and our behaviours framework underpin how we work and what partners and customers can expect from us. We want to do our very best for our residents, service users and businesses and for our staff – we want everyone to THRIVE.

<b>T</b>	Trust	We are honest, fair, transparent and accountable. We can be trusted to do what we say we will.
<b>H</b>	High Performing	we get the basics right and what we do, we do well. We manage our business efficiently.
<b>R</b>	Respect	we respect each other and our customers in a diverse, professional and supportive environment.
<b>I</b>	Innovate	we encourage curiosity, we are creative and seize opportunities to grow individually as an organisation and as an area.
<b>V</b>	Value	We continually strive for best practice and ways of improving existing procedures, practices and systems and thereby promoting efficiency and cost effectiveness
<b>E</b>	Empower	we believe in people, will listen, learn and trust them to make decisions. We help people to realise their ambitions.

**“Valuing colleagues as individuals and encompassing our different perspectives to deliver our collective ambitions. One West inclusive culture”**

# When potential is unlocked, talent *thrives*

Choose a career that offers you a true sense of achievement, fills you with pride and challenges you in a positive way, everyday.

## The benefits of a career at WNC include:

- **People** are at the centre of everything we do. Without our people, we wouldn't be able to deliver services to the people in our community.
- **Ambition** runs through everything we do at West Northants Council, we nurture and develop our people's ambition and willingness to succeed, to continually improve the service we provide to the community.
- **Care** is at the heart of West Northants Council, we care in so many ways; seen and unseen, helping our colleagues and community to thrive.
- **Flexibility** is key, we know work-life balance is critical to wellbeing, so we work hard to make sure our benefits package promotes and improves wellbeing; from annual leave, sick pay, family leave and flexible working, financial security offered by a local government pension scheme and life assurance, and discount schemes which make a difference to your day-to-day life, through to employee helplines offering free legal, health, financial and wellbeing advice and support.

We want you to have balance and be happy.

