

WHERE
CAREERS
THRIVE

When potential
is unlocked,
talent *thrives*



West
Northamptonshire
Council

Lead Revenues Officer

Revenues and Benefits, Resources

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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Purpose and impact:

The Lead Revenues Officer plays a key role in supporting the effective delivery of Council Tax and Business Rates (NDR) services. Operating as the senior technical specialist within the operational team, the postholder provides expert guidance, resolves complex casework, and supports Team Leaders to ensure high-quality, consistent, and compliant service delivery.

The role bridges the gap between operational line management (Team Leaders) and strategic direction (Revenues Manager), leading on complex technical matters, quality assurance, training, and discrete service improvement initiatives.

Accountable to:

This role is accountable to the Revenues Manager, responsible for the direct line management of 1 Systems Team Leader and 3 Inspections Officers. The role sits within Revenues and Benefits, part of the Resources Directorate in West Northamptonshire Council.

Responsibilities:

1. Leading with technical expertise by acting as the service matter expert for Council Tax and/or Business Rates by providing authoritative advice to Team Leaders and Officers on legislation, valuation issues, exemptions, discounts, liability decisions, billing queries and enforcement actions. Responsible for handling the most complex and sensitive cases
2. Lead and manage the Systems Team and a team of Inspections Officers ensuring performance is managed to deliver a high-quality service, establishing clear quality and practice standards for and ensure these are consistently achieved
3. Review and resolve escalated complaints, MP enquiries, Ombudsman information requests and high-risk customer issues.
4. Maintain up-to-date knowledge of relevant legislation, case law, and best practice and translate these into operational guidance.
5. Lead on Operational Support & Service Delivery by supporting Team Leaders with monitoring workloads, workflows, queue management and operational performance, ensuring caseloads are progressed efficiently, consistently and in line with statutory requirements and internal standards.
6. Lead technical aspects of annual billing, year-end processes, and other cyclical activities including assisting in coordinating responses to the Valuation Office Agency and Enforcement Agents where specialist input is required. Support with gathering data for statutory returns and audit requirements.
7. Lead on Quality Assurance & Continuous Improvement by quality checking processes, including reviewing decisions, identifying errors, and providing 1:1 mentoring and coaching to build capability and support professional development across the service.
8. Develop, maintain, and update technical procedure notes, templates, and operational guidance for staff. Produce operational performance data and reports for Team Leaders and Managers, highlighting trends and Identifying opportunities for process improvement and support the Revenues Manager in implementing service enhancements.

9. Identify opportunities for process improvement and support the Revenues Manager in implementing service enhancements.
10. Support on Systems, Data & Reporting by acting as a system super-user for the Revenues IT platforms, supporting testing, upgrades, improvements, and troubleshooting.
11. Responsible for small-scale project workstreams relating to system changes, legislation updates, digital improvements, or targeted service issues. Contributing to wider transformation activity and change programmes led by the Revenues Manager.
12. Deputising for the Revenues Manager and Team Leaders as required, including supporting day-to-day team coordination and representing the service in internal meetings or project groups where operational expertise is required.
13. To maximise personal productivity, minimise duplication and errors; and manage our information efficiently and securely to reduce risk, through effective use of Office 365 and our internal IT systems and applications.
14. Actively challenge and seek to eliminate any directly or indirectly discriminatory practice or behaviours.
15. Demonstrate awareness and understanding of other people's behavioural, physical, social and welfare needs and ensure that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons.

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
Strong technical expertise in Council Tax and/or Business Rates, with the ability to interpret and apply complex legislation.	Essential	A & I
Excellent analytical and problem-solving abilities, particularly in complex or sensitive cases.	Essential	A & I
High-level communication skills with the ability to influence, advise, and explain decisions clearly.	Essential	A & I
Ability to coach, mentor and train others effectively.	Essential	A & I
Strong organisational skills and ability to prioritise workloads in a high-pressure environment.	Essential	A & I
Confident in using digital systems and Microsoft 365 applications.	Essential	A, T & I

Knowledge:	Essential / Desirable	Measured by
In-depth knowledge of Council Tax and/or Business Rates legislation, regulations, and best practice.	Essential	A, T & I
Understanding of local government processes, policies, and governance requirements.	Essential	A & I
Knowledge of enforcement methods, appeals processes and valuation procedures.	Essential	A & I

Relevant experience:	Essential / Desirable	Measured by
Significant experience of working in a Revenues environment at Team Leader level.	Essential	A & I
Demonstrable experience handling complex Council Tax/NDR casework.	Essential	A & I
Strong experience providing technical guidance and supporting colleagues' development.	Essential	A & I
Experience contributing to service improvement or system change activities.	Essential	A & I

Education, training and work qualifications:	Essential / Desirable	Measured by
Educated to degree level in a service-related subject such as Public Administration	Essential	A, D & I
IRRV qualified to Level 5 or willing to work towards	Essential	A, D & I
Continuous Professional Development	Essential	A, D & I
Project Management Qualification	Desirable	A, D & I

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 Basic Disclosure and Barring Service check.

Day-to-day in the role:

Job family & salary band:	RT Band 9	Worker type:	Part-flexible
People management responsibility:	Yes	Budget responsibility:	No

Current pay scales and other benefits are published on the [Jobs and Careers](#) section of West Northamptonshire Council's internet.

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).

During Annual Billing office attendance throughout the week and some weekend working may be required.

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.

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

Should you require this document in another format or language, please contact: Careers@westnorthants.gov.uk

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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.

