

# ROYAL BOROUGH OF GREENWICH

## JOB DESCRIPTION

**POST DESIGNATION:** Revenues Support Officer

**REPORTING TO:** Revenues Manager (NNDR/Valuation/Collection)

or Debt Manager (Revenues)

**DEPARTMENT:** Finance Directorate

**SECTION:** Revenues or Finance Debt Services

**GRADE:**

### Job Purpose

To be responsible to a Debt Manager (Revenues), or one of the Revenues Managers for day to day support of the administration collection and recovery of the Council Tax and Business Rates taxation services.

### Main Duties

1. To undertake a range of Revenues related activities that contribute to the delivery of the Revenues Service.

### Duties and Responsibilities

1. To support the service undertaking a range of administrative activities in the day to day operation of the Revenues. The nature of work being undertaken will include the following
  - Index and allocate daily work.
  - Management of daily billing runs where user intervention is required e.g., overseas mail.
  - Processing of refunds in accordance with service procedures.
  - Maintenance of daily weekly and monthly statistics.
2. Provide support staff in respect of enquiries by telephone and booking of appointments etc.
3. Undertake one-off projects/tasks as allocated by a Revenues Manager.
4. Carry out duties with due regard and compliance with the Data Protection Act and other legislation.
5. Carry out duties and responsibilities in accordance with the Council's Health and Safety Policy and relevant legislation.

6. To carry out any additional duties not listed above as allocated by a Revenues Manager.
7. To undertake other duties commensurate to the grade of the post.