Cumberland Council

Post Specification

Date	**October 2025**
Post Group Number	**8832**
Post Title	**Revenues Officer – Workington**
Job Family	**Regulation and Technical**
Job Family Role Profile	**RT9**
Final Grade	**9**

To be read in conjunction with the job family role profile

Service Area description

Revenues & Benefits

Purpose of this post

To maintain accurate and up to date records in relation to Council Tax and Business Rates, ensuring compliance with statutory requirements and locally determined policies.

Key job specific accountabilities

1. Ensure Council Tax and Business Rates records are accurate and up to date by updating information relating to changes of occupation of property, including any amendments to discounts, exemptions, reliefs and premiums on a timely basis. This includes setting up new accounts, transferring balances between years and/or accounts, the recording of relevant information on system notebooks where appropriate and producing accurate bills.
2. Ensuring that once account amendments have been made, and if applicable, refunds are generated correctly based on the liability changes
3. Determine applications for discounts, exemptions and reliefs and establish eligibility for these where no application is made. Organise and carry out regular review of discounts, exemptions and disabled band reductions
4. Administration of the direct debit scheme including input and amendment of direct debit instructions, reversal of unpaid direct debit payments and issue of notifications to taxpayers ensuring compliance with BACS requirements
5. To maintain accuracy and confidentiality
6. To treat all customers with respect
7. Respond to written and telephone enquiries
8. To assist with training and development of other staff
9. Other duties and responsibilities within the professional competence and commensurate grade of the postholder as directed by the Revenues Manager
10. To deliver the service within the Council's values and behaviours and its performance management framework
11. To actively assist in the identification and introduction of new systems and techniques to improve the way the council works and to generate efficiencies
12. Undertake any other duties as might reasonable be requested within the experience and qualifications of the post-holder, to ensure the most effective and efficient use of staff to meet corporate and service objectives. This may include project team and other cross unit working, involving the assignment of the post holder outside of their principle area of work, where suitably qualified and experienced, subject to agreement between the manager and the post holder

Please note annual targets will be discussed during the appraisal process

Key facts and figures of the post

Budget Responsibilities	• NA
Staff Management Responsibilities	• NA
Other	• NA

Essential Criteria - Qualifications, knowledge, experience and expertise

- Good standard of education equivalent to a minimum of 5 GCSE grade C or above including a numeracy-based competency
- Commitment to furtherance of own learning and development.
- Possess or be actively studying for:
  - Technical IRRV qualification (or equivalent) (D)
  - ONC Business & Finance or Public administration (or equivalent) (D)
  - NVQ3 in Administration/Customer Service (or equivalent) (D)
- A minimum of 1 years' experience within a customer focused service
- Detailed knowledge of Council Tax and/or Business Rates regulations and procedures (D)
- Practical experience of Microsoft Office applications (D)
- Experience of Academy Window's Council Tax and/or Business Rates software (D)
- Experience of a document imaging system (D)
- Ability to be an effective team player and contribute to teamwork and team goals
- Effective customer care skills
- Ability to interrogate and accurately update on-line computer systems
- Ability to organise and monitor own workloads and work alone with minimal supervision
- Ability to work under pressure and to tight deadlines, with enthusiasm, drive, and commitment to achieving successful outcomes
- Effective verbal and written communication skills
- To be willing to work flexibly

Disclosure and Barring Service – DBS Checks

- The post requires a DBS check.
- The level of check required is:
  - DBS Basic

Job working circumstances

Emotional Demands	Limited
Physical Demands	Normal
Working Conditions	Normal

Other Factors

- Not previously subject to disciplinary action for suspected or benefit fraud or guilty of benefit fraud within the last 5 years.