



## **Revenues Inspector**

**Salary: Band:** 6, £27,363 - £31,067

37 hours per week

### **The Service**

Revenues and Benefits, part of the Finance and Resources Directorate.

### **About Revenues and Benefits**

Revenues and Benefits provide customer and financial services to the residents and businesses of Portsmouth and is part of the wider Finance and Resources Directorate. The Revenues team manages the billing and collection of Council tax and non-domestic rates.

### **What is the role?**

Reporting to the Revenues and Benefits Team Leader, the post holder will work collaboratively with colleagues to ensure the accuracy of entries in the valuation list and rating list, identifying changes, omissions and additions to be notified to the Valuation Office Agency.

The role will focus on the following areas but is not limited to:

- Working proactively to ensure all chargeable properties within the city are identified and bills are issued in a timely manner.
- Monitoring newly developed properties and compile information to support the service of completion notices and reporting to the Valuation Office Agency in a timely and efficient manner to maximise Council Tax and Business Rates charges.
- Utilising records held by other areas of the council such as planning and building control to identify properties that have been altered or approved for development.
- Using external resources for identifying, monitoring and reporting purposes.
- Inspect properties to verify discounts, exemptions and reliefs and review existing awards.
- Collaborating with colleagues to report changes to properties to the Valuation Office Agency and liaise regarding discrepancies or enquiries about reports or changes to the rating and Council tax lists.
- Having responsibility for monitoring your own daily workload and schedules.

### **Who is the person?**

You need to have:

1. Excellent communication and customer service skills and be able to demonstrate experience of working within a busy customer facing environment.

2. Good observational skills and a high level of attention to detail and the ability to identify changes within the city which requires a good knowledge of the Portsmouth area.
3. Good organisational skills and the ability to work independently.
4. Experience of lone working would be an advantage as you will spend large periods of time working away from the office.
5. The ability to negotiate with internal and external customers, some of whom may not be happy with your recommendations. You will be required to review situations where the outcome is unclear and make decisions based on legislation and local policy.
6. The ability to provide advice by correspondence, telephone and face to face with regards local taxes in a clear and comprehensive manner.
7. The post holder will need to have knowledge of council tax and non-domestic rates administration or experience in a similar role. Some knowledge of planning matters would be advantageous; however, training will be provided.
8. A working knowledge of the NEC and NEC DM system or a similar back-office system used for the processing of Revenues and Benefits would be beneficial as well as MS office including the ability to use the internet and online resources to obtain information.
9. Flexibility to adapt to the evolving needs of Revenues and Benefits and the Directorate of Finance and Resources.
10. Be able to demonstrate behaviours that support our values.
11. Use of a car for travel across the city is advantageous.

#### **Additional information:**

**How to apply:** Please see attached document and ensure you fully read and follow the guidance, so you fully demonstrate how you meet the points on the job profile. Please read alongside 'The how to apply' guidance on the careers page.

#### **General Data Protection Regulation (GDPR)**

As part of any recruitment process, Portsmouth City Council collects and processes personal data relating to job applicants. Portsmouth City Council is committed to being transparent about how it collects and uses that data and to meeting its data protection obligations under the General Data Protection Regulations (GDPR).

Completing and sending an application in for a vacancy is your consent for us to process your data for the purpose of recruitment. Your data is not used in any other way and you can withdraw your consent at any point in the recruitment process and we will destroy or delete your information.

For more detailed information on what we collect, how we use, store, delete data and your rights you can access a privacy statement on our Job board.

You will need to demonstrate that you have the Right to Work in the UK. No post will be offered without it.