

JOB DESCRIPTION



**NORTH
NORFOLK
DISTRICT
COUNCIL**

Revenues Officer Apprentice (Level 3 Business Administration) (Post 2355)

Service Area

Revenues

Manager/Team Leader

Team Leader - Revenues

Direct reports

N/A

Total Managed

N/A

Purpose of the Role

Apprenticeship that allows through a programme of training and learning the post holder to acquire the knowledge, skills and understanding necessary to fully perform the role of a Revenues Officer and acquire a professional recognised qualification.

Key Result Areas

General responsibilities that may apply to all posts include:

1. Dealing with Council Tax and Non Domestic (Business) Rates customers or their authorised representatives and other callers, bodies and institutions by telephone, letter or by e-mail
2. Inputting a range of Council Tax and Non-Domestic (Business) Rates computer data including customer's information and details
3. Provide support to other members of the team including general administration.
4. Contributing, with other members of your team and other Revenues Services staff to the Council discharging its statutory duties and responsibilities, as well as meeting the promises, obligations and commitments made to the community of North Norfolk
5. To promote and adhere to the workplace values of our organisation.
6. To take reasonable care for the Health and Safety of yourself and other persons who may be affected by your actions, or omissions, at work
7. Any other work required and as directed within the confines of the existing grading and post.

PERSON SPECIFICATION



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Revenues Apprentice

Duties may include:

1. Undertaking training in Revenues or a related activity
2. Supporting members of the Revenues team by undertaking basic admin tasks

Under training supervision and support duties may include:

3. Accurate input of data to and correct amendment of customer accounts for residents or others who have a liability to pay Council Tax and Non-Domestic (Business) Rates to North Norfolk District Council
4. Dealing with customers or their authorised representatives and other callers by telephone, letter or by email
5. Basic office administration duties including filing, posting documents, collating records etc.
6. Where appropriate, provide basic advice regarding liability to council tax and non-domestic (business) rates and payment of accounts
7. Liaise with colleagues in accordance with Council policy and best practice standards, provide and obtain wherever appropriate, essential information.
8. Develop an understanding and awareness relevant legislation including Data Protection and more specifically Local Government Finance

Revenues Officer Apprentice (Post 2355)				
		Essential	Desirable	How Identified
Experience/ Knowledge	Demonstrates a basic understanding of office systems and procedures		✓	*Application Form/ Interview
	Basic understanding of computer software and PC's	✓		*Application Form/ Interview
Qualifications	Maths & English at GCSE Grade C or above	✓		*Application Form
Skills	Good keyboard skills	✓		*Application Form / Test
	Strong attention to detail	✓		*Application Form
	Excellent customer service skills	✓		*Application Form / Interview
	Good telephone skills		✓	*Application Form / Interview
	Good communication (verbal and written) skills	✓		*Application Form / Test
	Accuracy with written information and data	✓		Test
	Good level of numeracy and be able to complete basic calculations	✓		Test
Aptitude and Disposition	Relates well to both internal and external people and callers	✓		*Application Form / Interview
	Able to cope with difficult people	✓		*Application Form / Interview
	Able to demonstrate an understanding of problem solving skills		✓	*Application Form / Interview
	Committed to job related education and training which may include travelling off site	✓		*Application Form / Interview
	Motivated, self-confident person with well development communication skills	✓		*Application Form / Interview

Our Values and Behaviours

The values and behaviours we seek from our staff draw on the high standards of the Council:

Fairness - We respect people and treat everyone fairly

Ambition - We welcome new challenges and embrace change

Integrity - We are open and honest and listen

Resourcefulness - We strive to be efficient with our resources

*In order to assess this from the application form we require you to provide an example